

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-I-11-2013.14
Complainant	Shabbir Mohammad Ali, at Guhya Maholla, OPP: Police Chowky No.4, Godhra.
Respondent	Shri K R Desai, Deputy Engineer, Godhra (W) s/dn of MGVCL.
Date of hearing	24.05.2013 at Corporate Office, Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 01.05.2013 regarding not to accept street light complaint on mobile by Shri Desai & misbehaviour of Shri Desai, Deputy Engineer of MGVCL. .

On 24.05.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shabbir Mohammad Ali, appeared himself, whereas Shri K R Desai, Deputy Engineer, Godhra (W) s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. Western Zone, Godhra, complaint centre having phone No.02672-262908 not responded to his street light complaint dated 30.04.2013 at 10.00 PM and asked him to contact Deputy Engineer.
2. The complainant represented that positive response not received from the Deputy Engineer and on the contrary made allegation for theft of power.

The complainant contended that in confirmation to the above written complaint he insisted to take actions against concerned officers for misbehaviour with consumer.

The respondent contended that the maintenance of street light is being done by the Godhra Municipal Corporation so street light related complaints are not being lodged at complaint centre. The complainant was also informed accordingly but he was not in a position to hear anything and insisting to attend faults by MGVCL only.

He has also contended that due to non-payment of street light bills by the Godhra Municipality, notices were issued to the Municipality and subsequently connections were disconnected as per rules.

He also informed that street light meters are getting burnt due to heavy unauthorized load and any legal actions may be reflecting into attack and non-compensation from the consumers. He also contended that upon receipt of street light complaint from consumers, he is informing to the Municipal authority who is handling the complaints as a proactive measure.

In view of the above hearing and documents submitted by the complainant & respondent, the Forum Members are of the opinion that the issue of grievance is due to non-attending the faults by Godhra Municipality and non-payment of street light bills of MGVCL by them. Godhra Municipality shall pay dues in time to avoid public grievances. The copy of this order shall be given to the Chief Officer, Godhra Nagarpalika, also.

ORDER

The Forum suggests Madhya Gujarat Vij Co Limited to follow up with Municipal authorities for payment of street light dues so that disconnection can be avoided.

The Forum directs complainant Shabbir Mohammad Ali, at Guhya Maholla, OPP: Police Chowky No.4, Godhra, to contact appropriate authority for lodging the complaint, in this case Godhra Municipality for street light complaints.

(Y B Sukhadia)
Technical Member

(Harsha S Chauhan)
Independent Member

(P J Patel)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

Procedure to make representations before Ombudsman***

1. Representation should be in writing duly signed by the complainant with his name and address.
2. Representation should be supported with affidavit.
3. True copy of order of Forum and original complaint made before Forum should be attached. Enclosed documents should be certified copies of the original documents.
4. The representation before Ombudsman should be submitted within 30 days from the date of order of Forum.
5. Copy of representation should be submitted at the office of Ombudsman. Copy of representation should be submitted to all respondents.

6. If the complainant is required to pay any amount according to the order of Forum, one-third of such amount should be deposited by complainant and proofs should be attached along with the representation.
7. The matter should not be pending before the competent Forum or any other court, tribunal, arbitrator or any other authority.
8. All representations should be with a sufficient cause, reasonable diligence causing the consumer prima facie loss and damages / inconvenience.
9. Representation may be submitted in English or Gujarati language

*** <http://www.gercin.org/docs/Cosumer%20Grievances/Procedure/Procedure.pdf>