

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

Subject	Consumer Grievances Complaint No.MG-III-77-2014.15
Complainant	Shri Dineshchandra L Bamaniya At: 5, Navdeep Society, Next to FCI Godown, Sampa Road, Godhra.
Respondent	Shri G.J. Bamaniya, Deputy Engineer, Madhya Gujarat Vij Company Ltd., Sub-division Office Godhra (E).
Date of hearing	07.11.2014 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Technical Member	Shri A G Shah, MGVCL

The complaint dated 10.10.2014 regarding not writing name in the energy bill.

On 07.11.2014, the case of the Complainant's Grievance was heard before Consumer Grievance Redressal Forum wherein the complainant himself and the respondent Shri G.J. Bamaniya, Deputy Engineer, MGVCL, Sub-division Office, Godhra(East) on behalf of MGVCL appeared before the Forum. Both the parties were heard.

The brief details of the case are:

1. Consumer No. 17706/05230/3
2. From last couple of months name is not printed in light bills. The consumer complained to sub-division and received reply that they have sent e-mail to their authority for correction. Till day, it is not being printed.

The complainant contended that even after repeated representations to the local office of MGVCL he receives light bill without his name. He has raised doubt that due to no name on his bills, the amount paid against bills is likely to be not posted against his account.

The respondent contended that a quarry has been raised in e-urja system vide Ticket No. MG17912 dated 01-10-2014 as high priority. It is now resolved and name will be printed in next bill. It is also confirmed that the bills paid by the complainant are being posted in his account and copy of the ledger account will be given to him if demanded.

The Forum Members present at the hearing considered contention of both the parties and perused the record and observed that it is a computer billing system error and must be rectified immediately. The amount being paid against bills are against consumer number and name is being verified so wrong posting. It is confirmed that while posting, name is appearing on computer along with other relevant data.

ORDER

The Forum directs the Madhya Gujarat Vij Company Ltd to see that name is printed on energy bills and inform to the complainant and to this Forum for action taken.

(A G Shah)
Technical 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 Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.

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>