

**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-III-94-2013.14
Complainant	Shri Kamruddin P Malek at Jahangirpura, Undel, Tal: Khambhat, Dist : Anand
Respondent	Shri S M Mania, Deputy Engineer, Khambhat Rural Sub-Division, MGVCL
Date of hearing	17.01.2014 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Medha M Marathe, MGVCL

Review application dated 24.12.2013 from Deputy Engineer Khambhat Rural s/dn of MGVCL against CGRF order No.MGVCL:Regu:Forum:804 dated 18.12.2013.

On 17.01.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Kamruddin P Malek appeared himself, whereas Deputy Engineer, Khambhat Rural Sub-Division was not called from MGVCL side.

The brief details of the Review Appeal are as under;

1. Forum has ordered to extend time limit for one month for payment of estimate.
2. MGVCL has requested to review the order as number of such cases needs to be reviewed and in the instant case, applicant has not asked for time limit extension, therefore, requested the forum to review the case.

The applicant contended that his borewell was not ready and also approached road upto the location of borewell was not available so requested MGVCL office to extend time limit to pay estimated charges. The applicant has prepared new borewell and incurred lot of expenditures. The applicant has neither produced the letter for extension of time limit written to the MGVCL nor the letter from MGVCL for grant of extension.

The respondent contended that estimate was issued on 25.08.2012 with last date of payment of 24.09.2012. Initially two months' extension was granted upon request but subsequently no request received from applicant for further extension. The estimate was not paid by the applicant within time limit. The applicant had also not asked for any further extension. Therefore, as per rules, his application is cancelled.

The Forum Members present at the hearing considered contention of both the parties and resubmitted documents and observed that complainant had not applied for further time limit extension within prescribed time limit. It is also taken on note that though borewell was not ready, estimate issued by MGVCL is wrong. Considering number of such cases of time limit extension, it needs to review previous order that to consider this case as a special case as MGVCL has cancelled application after completion of time limit extension and unpaid during that period.

ORDER

The Forum directs the complainant Shri Kamruddin P Malek at Jahangirpura, Undel, Tal: Khambhat, Dist : Anand, that previous order issue is revised and action taken by the MGVCL not to grant time limit extension for payment of FQ is in order.

(Medha M Marathe)
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>