

**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-82-2012.13
Complainant	Sonal Rajendra Soni, A 202 Panchsheel Flats, Harni Warsia Ring Road, Vadodara
Respondent	Shri H P Sheth D E Sardar Estate S/dn of MGVCL
Date of hearing	11.01.2013 at Corporate Office, Vadodara.

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 21.11.2012 regarding meter reading and faulty meter.

On 11.01.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rajendra Soni, appeared on behalf of the complainant, whereas Shri H P Sheth D E Sardar Estate 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. The complainant is not a consumer of MGVCL. The energy bills are issued in the name of Sankalp Developers whose consumer Number is 16711/20722/0
2. The complainant is occupier of the premises but has not transferred the consumer's name since last ten years approxy.

The complainant contended that the meter replaced by MGVCL in the year 2009 was their own property but the old meter is not handed over back. Since the meter is replaced, the MGVCL is charging meter rent should be refunded.

The respondent Shri H P Sheth contended that meters were replaced in mass due to upgradation of meter technology. The old meters having ownership of consumers were returned to the respective consumers but at present they could not find records in office.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The complainant is occupier of the premise having consumer No.16711 / 20722 / 0 which is in the name of Sankalp Developers. Till day, bills are issued on Sankalp Developers and are being paid regularly. As per complainant, they are staying in this premise since last ten years and also owner of that premise but name change, action not taken. The complainant not being the

consumer on records cannot put complaint about the meter handing over which was the ownership of third party.

In view of the above discussion, the Forum is of the opinion that the complainant has to complete the formality of name change which is kept pending by the complainant since many years.

ORDER

The Forum directs the complainant Sonal Rajendra Soni, A 202 Panchsheel Flats, Harni Warsia Ring Road, Vadodara, to do name transfer formality at the earliest to appear before the Forum to solve any grievances in future.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
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>