

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2011 of GERC (CGRF & Ombudsman)

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-21-2017-18
Complainant	Shri Amitbhai Thakorbbhai Patel, Narayan Arcade, Makan No.3147, Near Darwaja, Bhayli, Dist: Vadodara
Respondent	Shri D A Kadia, Deputy Engineer, Vasna s/dn of MGVCL.
Date of hearing	24.11.2017 at Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Harsha S Chauhan, Vadodara

The complaint dated 17.10.17 regarding refund of line charges and transformer charges for their Narayan Arcade, Makan No.3147, Near Darwaja, Bhayli, Dist: Vadodara.

On 24.11.2017, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Shri Amitbhai Thakorbbhai Patel appeared himself whereas Shri D A Kadia, Deputy Engineer, Vasna s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief history of the case is as under:

1. The complainant had applied for two commercial connections having load of 9.5 KW and 6.5 KW for their shop No.3147 & 3147/1 at Narayan Arcade, Aakarni No.3147, Near Darwaja, Bhayli, Dist: Vadodara.
2. Date of FQ is 11.08.2017 and same was paid on 18.08.2017
3. Commencement of work on 21.09.2017 & completed on 30.09.2017
4. TMN was issued on 30.08.2017

Details of payment as under:

Security Deposit
Line charges

Rs.10,907.00
Rs.82,516.00



For another connection:

Security Deposit

Rs.7,463.00

The above two commercial connections are demanded outside gamtal area near at Bhayli village, work involved 95 sq.mm HT ABC - 0.01 km, Transformer Centre 16 KVA on 9 metres RSJ pole.

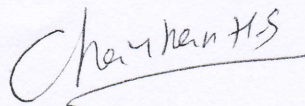
The representative of the complainant contended that their complex "Narayan Arcade" situated at Block No.499 which is NA where at Aakarni No.3147 & 3147/1, two commercial connections are demanded. Now, as per recent directives outside gamtal area in NA land for commercial demand only fixed charge is to be recovered. So in their appeal they have requested to refund line cost of Rs.82516/-.

The respondent contended that at the time of issue of FQ on 14.08.2017, the circular was not issued by corporate office of MGVCL Vadodara, so as per rules & regulations, amount of FQ was recovered from the party. He confirmed during the hearing that the construction has been made as per the permission from the competent body where residential wing & commercial wing are totally separate and here is the case of commercial connection. Now, as per recent directives of corporate office of MGVCL Vadodara letter No.2545 dated 20.09.2017 of Chief Engineer (T&O) MGVCL on the basis of THARAV of GoG Gandhinagar dated 23.08.2017. Party is demanding for refund of line charges paid by him.

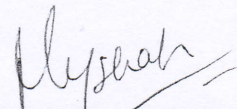
The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that letter No.2545 dated 20.09.2017 issued by Chief Engineer (T&O) MGVCL on the basis of THARAV of GoG Gandhinagar dated 23.08.2017. Therefore, actions are to be implemented accordingly.

ORDER

The Forum has come to the conclusion that the MGVCL shall refund the line charges to complainant Shri Amitbhai Thakorbbhai Patel, situated at Narayan Arcade, Makan No.3147, Near Darwaja, Bhayli, Dist: Vadodara, in line with the Tharav of GoG Gandhinagar dated 23.08.2017 & letter of Chief Engineer (T&O) No.2545 dated 20.09.2017.



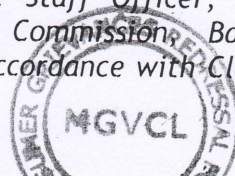
(Harsha S Chauhan)
Independent Member



(Smt Mala Y Shah)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach Ombudsman under clause No.3.17 of CGRF & Ombudsman Regulations, 2011 that only after payment of minimum 33% of the bill amount issued to the party in question. **The Office address of the Ombudsman is :** 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>

