

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2019 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-I-06-2023-24
Complainant	Jyotikaben Kanubhai Patel, Shreya Gruh Udhyog, At : Uttarsanda, Anand Road, Tal : Nadiad, Dist: Kheda
Respondent	Shri K M Shah, Executive Engineer, Nadiad City Dn of MGVCL.
Date of hearing	26.06.2023 & 25.07.2023 both at Corporate Office, MGVCL Vadodara

QUORUM	NAME
Chairperson	Shri S P Trivedi, Vadodara
Technical Member	Shri K B Dhebar, (RA&C) MGVCL Vadodara

The complaint dated NIL received on 21.06.2023 regarding interest on Security Deposit amount & not to insist Security Deposit PDC LTMD connection.

1.0 On 26.06.2023, the complainant was not attended the hearing & on 25.07.2023, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Chandubhai S Patel, appeared on behalf of complainant Jyotikaben Kanubhai Patel, Shreya Gruh Udhyog whereas Shri K M Shah, Executive Engineer, Nadiad City appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard

2.0 The brief history of the case is as under:

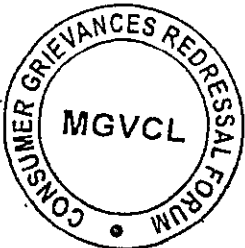
2.1 The complainant Shreya Gruh Udhyog, having consumer No.19704/03070/3 was released on 30.09.2006. The connection was converted from LT to HT under suomotu procedure and HT connection was released on 16.03.2021, having consumer No.15567 & LT connection was made PDC.

2.2 The complainant had applied to Chaklasi s/dn of MGVCL for refund of Security Deposit of LT connection & requested to give interest amount.

2.3 The Division office of MGVCL had informed to complainant to remain present at Division office on 20.04.2023 & complainant's representative Shri P S Patel was remained present.

2.4 After hearing and on verification of Security Deposit record and complainant's file, as per available receipt, Rs.1,91,303.00 was given credit in consumer account No.15567 in the month of May 2023.

2.5 As per Audit para for Shreya Gruh Udhyog, LT consumer No. No.19704/03070/3, they have to pay Rs.4,09,835.00 against their use of



additional load. The same was informed to consumer vide letter dated 27.03.2023.

3.0 The representative of the complainant contended that -

3.1 They got refund of Security Deposit of PDC LTMD connection by way of adjustment in HT connection account. But interest payable on Security Deposit was not given so same may be paid as per norms.

3.2 Since LTMD connection is converted to HT and they paid security deposit as per estimate, the demand of security deposit for PDC connection is not justified and hence may not be insisted.

4.0 The respondent contended that -

4.1 The interest on security deposit available on LTMD connection was not paid after connection made PDC and converted into HT. The security deposit without calculating interest payable on it was refunded.

4.2 The complainant was issued notice for payment of security deposit of Rs.4,09,835.00 against their use of additional load as per audit para. The same was informed to consumer vide letter dated 27.03.2023.

5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and considering them in detail, findings are as under:

5.1 As confirmed by respondent, the security deposit against PDC connection LTMD was refunded by way of adjustment in the existing HT connection, the interest on the security deposit may be paid as per MGVCCL norms.

5.2 The respondent may comply audit para of recovery of security deposit on PDC connection from their end.

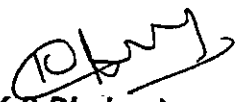
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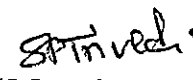
6.0 The Forum has come to the conclusion that

6.1 As confirmed by respondent, the security deposit against PDC connection LTMD was refunded by way of adjustment in the existing HT connection, the interest on the security deposit may be paid as per MGVCCL norms.

6.2 The respondent may comply audit para of recovery of security deposit on PDC connection from their end.




(K B Dhebar)
Technical Member


(S P Trivedi)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach Ombudsman 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.3.19 (viii) of GERC Notification No.2 of 2019.

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

