

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-III-72-2011.12
Complainant	Shri Krushnakant K Shah at 32 Gokul Park, Near Civil Court, Anand
Respondent	Shri P P Parikh, D E Anand of MGVCL
Date of hearing	11.11.2011

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 10.10.11 is for refund of Security Deposit.

Today on 11.11.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Krushnakant K Shah appeared himself, whereas Shri P P Parikh, D E 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 has consumer No.17322/00033/
2. The complainant had purchased the reference house three years back and transferred the electrical connection to his own name with a conversion of single phase connection from 3 phase connection.
3. He has paid Rs.1317/ on 24.1.2010 as a new deposit for single phase connection.
4. He has complained that the original deposit of Rs.4180/ for 3 phase connection has not been refunded so far.

The complainant contended that he has paid new deposit for single phase connection. He has not been so far refunded the original deposit of Rs.4180/ of earlier 3 phase connection. Unfortunately, he could not produce the original receipt of the said deposit. However, he has produced affidavit on stamp paper of Rs.100/- of previous occupier of the house. He has submitted proof of deposited amount in the form of electricity bills

The Respondent contended that since the consumer has not produced the original receipt nor the receipt number, they are not able to refund the original deposit. The local office of the MGVCL has not been able to trace out the reference of receipt under question from their documents. However, with some efforts, they could get the entry of this deposit in their record.

The Forum Members present at the hearing considered contention of both the parties and perused the records.

In view of the above discussion, the Forum is of the opinion that MGVCL energy bills have already indicated the deposit of Rs.4180/, it becomes binding for MGVCL to refund the previous deposit as new deposit for single phase connection is already collected.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund the Security Deposit of Rs.4180/ to the complainant on the basis of Security Deposit indicated in their regular energy bills.

(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 Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 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>