

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-II-24-2010.11
Complainant	Smt Rekhaben Barve, at C 75 Akshardham Duplex, Manjalpur, Vadodara.
Respondent	Shri N A Shah DE & Shri M C Solanki Dy Supdt of Lalbaug Division of MGVCL
Date of hearing	14.10.2010

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 20.08.2010 is against the miscellaneous issues.

Today on 14.10.2010, the case of the Complainant's Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rajendra Barve appeared on behalf of Smt Rekhaben Barve, whereas Shri N A Shah DE & Shri M C Solanki, Dy Supdt appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The back ground details of the case are as follows:

The complainant resident at Manjalpur, Vadodara has number of complaints and tried to put up the same to corporate office, Lokpal, Consumer Grievances Redressal Forum, Ombudsman, etc etc. (1) Earlier, he had complained about the disconnection due to non-payment of incremental FPPPA difference levied with retrospective effect. The matter was heard by CGRF on 05.09.2008 and vide order No.MGVCL:GERC:Forum:2008.1117 dated 25.09.2008, Forum had rejected his application. (2) His further plea was also rejected by Hon'ble Ombudsman vide order No.GERC: Ombudsman:2008:2770 dated 02.12.2008 for the above same case, (3) Many of his complaints had been resolved at MGVCL's local office level. Now, he has redressed his remaining problems vide his letters dated 24.06.2010 and 07.07.2010 addressed to Vidyut Lokpalshri, Ombudsman, (4) Referring above two letters mentioned in Point No.(3), the interest of Security Deposit appeared in July 2009 bill but not in June 2009 bill because of the office procedure being followed in printing of the bills, however, annexure showing the calculations of interest on Security Deposit, etc was already enclosed along with the bill, (6) Shri Barve had also raised the issue of rate of interest on Security Deposit which was also replied by MGVCL, (7) Shri Barve had also raised the issue of 0.06 paise interest less paid. This matter was also resolved.

Shri Barve the complainant contended that he had to face number of problems with MGVCL during last two years. Many of the problems are resolved across the table at MGVCL's Lalbaug office.

The Respondent Shri N A Shah, DE Lalbaug Division of MGVCL also submitted that many problems raised by Shri Barve have been resolved across the table.

The Forum Members present at the hearing considered contention of both the parties and perused the records. (1) During the year 2008, his application was rejected by Forum on 25.09.2008, (2) His application was also rejected by Hon'ble Ombudsman on 02.12.2008, (3) Majority of the problems raised by Shri Barve are solved by MGVCL's concerned area office, (4) He was explained in depth how the rate of interest to be paid on Security Deposit is applied as per GERC Rules and Bank Rate of Reserve Bank of India.

In view of the above discussion, the Forum is of the opinion that his old issues which have been rejected earlier in Forum and in the office of Ombudsman during the year 2008 cannot be reopened and entertained.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to maintain uniform policy while accepting part payment. The Forum has unanimously decided that the old issues which have been rejected earlier in the Forum and in the office of Ombudsman during the year 2008 cannot be reopened and entertained.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
Chairman

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>