

**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-I-13-2011.12
Complainant	Dr Sanjay P Shah, C/o. San-Dip Nursing Home, Nizampura, Vadodara.
Respondent	Shri B J Desai DE Fatehganj of MGVCL
Date of hearing	15.6.2011 & 17.06.2011

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

Subsequent to hearings on 15.6.2011 & 17.6.2011, the case of the Complainant Grievance was heard in details in respect of complainant's complaint dated 7.6.2011 before Consumer Grievance Redressal Forum wherein Shri Bhayani, appeared on behalf of Dr Sanjay P Shah of San-Dip Nursing Home, whereas Shri B J Desai DE Fatehganj appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are:

1. Dr Sanjay P Shah is having electrical connection No.15201/57504/1 with 7.5 HP which was released on 7.8.2009.
2. MGVCL had recovered Rs.42571/- out of which Rs.38176/- was against HT miscellaneous charges as mentioned in the firm quotation (FQ) against Sr No.241833 dated 04.07.2009
3. MGVCL has done extension of service line which was within 30 metres length.
4. The complainant has asked for refund of above said charges as per the provisions of GERC notification.

The representative of the complainant Shri Bhayani contended that MGVCL should refund the above said charges as per provisions of GERC notification.

The Respondent Shri B J Desai DE Fatehganj of MGVCL contended that the service line (less than 30 metres) was laid as tapping from the existing distributing mains. As per prevailing practice, they have charged HT miscellaneous charges, service connection charge, security deposit, agreement fee etc.

The Forum Members present at the hearing considered contention of both the parties and perused the records and the Notification No.9 of 2005 of GERC clause no.4 (4.1, 4.2(i) 4.2.(ii).

In view of the above, the Forum is of the opinion that the complainant should be refunded Rs.38176/- recovered by MGVCL towards aforesaid HT miscellaneous charges.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund Rs.38176/- recovered by MGVCL towards HT miscellaneous charges.

(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/Consumer%20Grievances/Procedure/Procedure.pdf>