

**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-II-45-2012.13.
Complainant	Shri Shamjibhai Devrajbhai Patel at Ranu – Pipli, Tal: Padra, Dist: Vadodara.
Respondent	Shri N C Vaidya, Deputy Engineer of Padra s/dn of MGVCL.
Date of hearing	12.10.2012 at Baroda City Circle, Vadodara.

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 21.7.2012 regarding refund against the line charges.

Today on 12.10.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Shamjibhai Devrajbhai Patel, has not appeared three times for hearing i.e. on 07.09.12 at Corporate Office, MGVCL, On 28.09.2012 at Baroda City Circle of Vadodara and today i.e. 12.10.2012 at Baroda City Circle of Vadodara Shri N C Vaidya, Deputy Engineer, of Padra s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. The complainant has consumer No.02638 / 00557 / 1 at village Ranu, Tal: Padra, Dist : Vadodara.
2. The complainant had asked for 30 HP power supply. For which, Firm Quotation (FQ) of Rs.2,03,272/ was issued by MGVCL which was paid on 12.05.2010. At that time, the applicant had informed MGVCL orally about the excessive amount of estimate issued. The officer present at the time informed him to pay the estimate and extra amount if any after scrutiny will be refunded. In support of the claim, the applicant has stated that as per GUVNL's Circular no. 184 dated 8.2.2007, 30 meter line length should be given free and also line crossing the road should not be charged. These charges considered in the estimate must be refunded to him.

The complainant remained absent during the hearings on 07.09.12, 28.09.2012 & 12.10.2012, hence considered contents of his application.

The respondent contended that since the complaint registered, the consumer could neither be contacted personally nor on phone. It was inquired at the consumer premises but he was not available at the place. His contact number is also not available with the office hence all the messages have been conveyed to his brother Shri Amrutbhai (Mobile No.9898520129), The FQ for Rs.2,03,272/ for 30 HP industrial and Rs.2980/ for 2 KW lighting C/L was given to the applicant which was paid by the applicant on 28.5.2010. Main breakup of the proposed charges are Rs.1,78,488/- towards new 25 KVA 11 KV Transformer Centre, 50 metres 11 KV HT line length proposed from 11 KV JGY feeder crossing the road and drainage line which are chargeable as per Rules. For service line from pole, the entitled free length is not considered in the estimate. The connection was released on 15.7.2010. As per rules, being Firm Quotation issued, no adjustments are to be considered after completion of works on either side.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed no abnormality in the charges considered to issue the FQ.

In view of the above discussion, the Forum is of the opinion that the FQ issued by the MGVL to carry out the works is as per rules. Considering the nature of estimate issued, no adjustment / refund can be granted to the complainant.

ORDER

The Forum has observed that the Firm Quotation (FQ) issued by Madhya Gujarat Vij Company Limited is in order. The claim of the complainant Shri Shamjibhai Patel is not granted.

(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 Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 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>