

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                                      |
|-----------------|--------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-II-39-2012.13                                 |
| Complainant     | Shri Shanabhai Himatsinh Chauhan at village<br>Pratappura, Tal: Umreth, Dist: Anand. |
| Respondent      | Shri S D Patel Junior Engineer Anand (South) s/dn of<br>MGVCL.                       |
| Date of hearing | 24.08.2012 at Anand                                                                  |

| QUORUM             | NAME                        |
|--------------------|-----------------------------|
| Chairperson        | Shri P J Patel, Gandhinagar |
| Independent Member | Shri M J Vaidya, Vadodara   |

The complaint dated 25.7.2012 for refund of Security Deposit against temporary connection for housing construction.

Today on 24.08.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Shanabhai Himatsinh Chauhan, appeared himself, whereas Shri S D Patel, Junior Engineer Anand (South) s/dn 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 was given temporary connection for housing construction purpose on 20.06.2011 and the connection was made PDC on 05.03.2012 as per request of the consumer. The meter was deposited on 05.03.2012.
2. The complainant had deposited of Rs.5000/ for 1 KW connection against Security Deposit.
3. After deducting arrears of last unpaid bill and other line cost, the MGVCL had issued cheque of Rs.3285/-.
4. The complainant had paid the last bill served to him of Rs.2250/ on 22.02.2012 with the following details.
  - Rs.420.00 Fixed charges
  - Rs.15.00 Meter charges
  - Rs.28.00 Other charges
  - Rs.454.98 as per bill dated 30.01.2012.
  - Rs.1332.05 Arrears
  - Rs.2250/ Total
5. The last meter reading taken before removing the meter was 691 units. Considering the previous reading of bill units, the difference of 67 units bill to be paid / recover from the Security Deposit.

The complainant contended that he has paid Rs.5000/ as deposit for temporary connection for housing construction purpose on 15.06.2011. He had applied for refund of deposit with original receipt of dated 2.3.2012 but MGVCL has not refunded deposit amount even after couple of months.

The Respondent Shri S D Patel, Junior Engineer Anand (South) s/dn contended that temporary connection was given on 20.06.2011 which was done PDC on 05.03.2012 upon request of the consumer. The cheque was issued to the complainant amounting to Rs.3285/ on 03.08.2012 after deducting arrears from his Security Deposit.

The final bill and Security Deposit refund calculation was asked by the Forum to get it checked thorough account department and agreed that cost of material was taken twice.

The Forum Members present at the hearing considered contention of both the parties and perused the records and it was observed that there was a calculation mistake in finalizing the bill and hence the MGVCL has to recalculate the final bill and refund the Security Deposit accordingly. As per calculation done by the respondent with the help of account staff, the refund amount comes to Rs.3597/ instead of Rs.3285/.

In view of the above discussion, the Forum is of the opinion that the MGVCL should correct the due amount after recalculation and refund to the complainant.

### **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to refund amount to the complainant Shri Shanabhai Himatsinh Chauhan at village Pratappura, Tal: Umreth, Dist: Anand after recalculation of final bill.

**(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>