

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-IV-90-2010.11
Complainant	Shri Hasmukhbhai S Darji at Alipura, Bodeli.
Respondent	Shri V B Garasia DE MGVCL of Bodeli
Date of hearing	20.05.2011

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

The complaint dated 10.03.11 is directed against the incorrect interest charges and other matters.

Today on 20.05.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Hasmukhbhai S Darji appeared himself, whereas Shri V B Garasia DE of Bodeli appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are follows:

- 1.0 The complainant stays at Shantinagar society, Alipura, Bodeli has consumer No.03471 / 00200 for his residence and 03401/ 01385 for his shop.
- 2.0 He has addressed letter dated 10.03.11 to the Forum but unfortunately has not enlisted the grievances to be resolved except the discrepancies he has faced in the services.
- 3.0 He has addressed many letters to many authorities but he could not get the response the way he intended. Ultimately, he has approached to the Forum during March 2011.

The complainant Shri Hasmukhbhai S Darji contended that MGVCL has no uniform policy to deal with consumers and he himself is the striking example. His meter was taken to lab for testing but till today it has not been returned. Hence, MGVCL should not charge rent for their installed meter. MGVCL has charged interest for the delayed payment exorbitantly high. This should be refunded.

The Respondent Shri V B Garasia DE of MGVCL Bodeli contended that MGVCL has no proof that they have handed over the meter of complainant neither have tried to refund the cost of meter. There are discrepancies in the system of MGVCL as narrated by the complainant in his letter dated 10.05.11 to the Forum. However, it seems to be manageable.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The complainant had some trivial problems but was agonized as MGVCL did not try to solve in time. On the contrary for example MGVCL mentioned lame excuses in case of meter with contradictory statement at different times.

In view of the above discussion, the Forum is of the opinion that DE Bodeli has to study the problems faced by complainant Shri Darji. He has to arrange for refund for meter of the complainant undue interest charged to him if any and meter rent to be waived off from the date it was in custody of MGVCL to the date of payment of meter cost.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund the cost of meter, undue interest charges to the complainant and waive off meter rent charges till the meter cost is paid to the complainant. Actions taken report shall be submitted by Deputy Engineer of MGVCL Bodeli to the Forum.

(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>