

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-8-2010.11
Complainant	Shri Kamal R Shah on behalf of Smt Mitaben N Shah at Nadiad.
Respondent	Shri R M Patel, DE Nadiad (E) of MGVCL
Date of hearing	01.07.2010

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

The complaint regarding refund of Security Deposit of complainant.

Today on 1st July, 2010, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Kamal R Shah appeared on behalf of Mitaben Nilesdkumar Shah, Nadiad whereas Shri R M Patel, DE Nadiad (E) appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as follows:

1. Party has demanded Security Deposit refund.
2. MGVCL requested to produce original Security Deposit with application of refund in standard Proforma
3. Complainant has failed to produce original receipt nor it is available in MGVCL's Nadiad office.
4. The applicant's husband and mother in law have expired and hence owner's name has been changed on the basis of inheritance.

The representative of the complainant contended that their original Security Deposit amount should be refunded and asked for the guidance to be followed to receive the same.

The Respondent Shri R M Patel DE of Nadiad (E) of MGVCL contended that every bill has Security Deposit's reference but other details are not available. They had instructed the party to produce indemnity bond due to non-availability of Security Deposit receipt.

The Forum Members present at the hearing considered contention of both the parties and perused the records. MGVCL's office at Nadiad may endorse Security Deposit's reference and date, Name etc to the owner and ask for indemnity bond (notarized) on Rs.100/- stamp paper mentioning all details and refund Security Deposit to the heirs / new owner suitably.

In view of the above discussion, the Forum is of the opinion as under:

MGVCL's office at Nadiad may endorse Security Deposit's reference and date, Name etc to the owner and ask for indemnity bond (notarized) on Rs.100/- stamp paper mentioning all details and refund Security Deposit to the heirs / new owner suitably.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited that Security Deposit refund should be made by giving credit in next energy bill after completing the indemnity bond (notarized) procedure as above.

(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>