

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM**  
**MADHYA GUJARAT VIJ CO LIMITED**  
CORPORATE OFFICE, 2<sup>ND</sup> FLOOR SP VIDYUT BHAVAN,  
**RACECOURSE, VADODARA 390 007**

|                 |                                                                              |
|-----------------|------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-IV-55-2009.10                         |
| Complainant     | Shri Ravjibhai Dhulabhai Patel, at Aklacha, Dist: Kheda con no.01316/00366/3 |
| Respondent      | Shri A R Bhatt, DE Mehmabad (R) s/dn MGVCL                                   |
| Date of hearing | 31.03.2010                                                                   |

| QUORUM             | NAME                   |
|--------------------|------------------------|
| Chairman           | Shri K M Dave, MGVCL   |
| Member             | Shri K R Shah, MGVCL   |
| Independent Member | Dr R C Desai, Vadodara |

This complaint dated 01.03.2010 is directed against non-payment of discount towards yearly payment for the years 2008-09 and 2009.10.

Today on 31.03.2010, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ravjibhai D Patel, remained absent as per his letter dated 29.03.2010 whereas Shri A R Bhatt DE Mehmabad (R) Mehmabad s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as follows. The complainant is a MGVCL consumer of agricultural category bearing con No. 01316/00366/3. He had paid Rs.27365/- vide MR No.62751 dated 28.05.08 for the year 2008.09 and Rs.21200/ for the year 2009.10 vide MR No.52725 dated 8.6.09 as advance towards electricity charges but the discount for yearly advance has not been paid till date. Aggrieved by this non-payment of discount, the consumer has approached this Forum for redressal.

The representative of the complainant contended in his written complaint before the Forum that inspite of payment in advance of annual electricity charges for FY 2008.09 and 2009.10, he has not been paid discount due to him for advance payments till 01.03.2010. He, therefore, urged to release the discount amount as soon as possible.

The Respondent Shri A R Bhatt, DE Mehmabad s/dn submitted that there was a delay in payment of discount for the FY 2008.09 and 2009.10. The matter was taken up by the officer concerned and the discount of Rs.889.36 for 2008.09 and Rs.689/- for 2009.10 has been released in March 2010. The consumer was informed of the payment of discount and in sequel, he submitted a letter dated 29.03.2010 confirming the receipt of pending payment of discount and expressing satisfaction for redressal of his complaint. He also informed orally that he would not be able to attend the Forum meeting as the matter was resolved.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The Forum members appreciated the sincerity and objectivity with which the pending payment of discount for the two years i.e. 2008.09 and 2009.10 has been resolved to the satisfaction of the complainant. The letter of the complaint dated 29.03.2010 revealing the redressal of the complaint matter has been noted.

In view of the above discussion, the Forum is of the opinion that the complaint matter be considered s closed.

## **ORDER**

The Forum appreciates the effort of Madhya Gujarat Vij Company Limited in payment of the pending amount towards discounts for advance annual payments for the years 2008.09 and 2009.10 to the satisfaction of the complainant, before the matter came for hearing.

**(K R Shah)**  
**Member**

**(Dr R C Desai)**  
**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, 1<sup>st</sup> 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>