

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

Subject	Consumer Grievances Complaint MG-III-42:09.10
Complainant	Shri Madhavbhai P Parmar, At & Post Tavra, Tal: Waghodia.
Respondent	Shri V B Gandhi, DE (Tech) Vadodara (Rural) and D R Shah JE Waghodia s/dn.
Date of hearing	23.11.2009

QUORUM	NAME
Chairman	Shri S A Pota, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Dr R C Desai, Vadodara

This complaint dated 11.11.09 is directed against delay in release of two new agricultural connections due to partial payment towards estimated expenses.

Today on 23.11.09, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Madhavbhai P Parmar, appeared himself, whereas Shri V B Gandhi, DE (Tech) Vadodara (Rural) and D R Shah JE Waghodia 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 filed an application with MGVCL for providing two agricultural connections. The MGVCL responded by issuing a letter to pay estimate charges of Rs.21520/- towards expenses. The complainant paid this amount on 25.3.09. However, the MGVCL noticed a mistake of ignoring the amount for levying a new HT line in the previous estimate of Rs.21520/- and informed the complainant to pay additional amount of Rs.59169/-. The complainant was stunned by this demand of high additional amount and approached this Forum for award of justice.

The complainant who appeared personally submitted that he is very much disturbed at the demand of additional amount of Rs.59169/- towards estimate. He is very much poor and cannot afford to pay this amount. Some other farmers have already availed new connections and only he is left out. He, therefore, prayed that the new connections be released without payment of any additional amount.

The Respondent Shri V B Gandhi DE (Tech) of MGVCL contended that the Waghodia s/dn office has made genuine mistake in the preparation of the initial estimate of Rs.21520/ which ignored the expenses of levying a new HT line. He has personally verified the additional estimate of Rs.59169/- for this new HT line. The complainant is disturbed by this additional demand as if it is unwarranted and discriminatory. But it is not so. As soon as, the additional amount is paid, they would release the new connection after levying the new HT line. He expressed regret before the complainant for the mistake and hardship experienced by the complainant.

The Forum Members present at the hearing considered contention of both the parties and perused the records. It appears that there was a genuine mistake of ignoring the expensed estimate of new HT line while preparing the initial estimate of Rs.21520/-. After the mistake was noticed, the estimate was corrected and the complainant was rightly informed to pay the additional amount of Rs.59169/-. The complainant was explained the factual position with sympathy and was told that this additional demand was genuine and not out of any apathy or any intention of harassment to the customer. In the end, the complainant was convinced and satisfied with the explanation and he has agreed to pay additional amount of Rs.59169/-.

In view of the above discussion, the Forum is of the opinion that the demand for the additional estimate amount of Rs.59169/- is just and should be collected from the complainant. Then the agricultural connections should be released as soon as possible.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to collect the additional estimate amount of Rs.59169/- from the complainant and the new agricultural connections be released as soon as possible.

(K R Shah)
Member

(Dr R C Desai)
Independent Member

(S A Pota)
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>