

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-III-59-2010.11
Complainant	Shri Ketan R Shah, Akota, Vadodara
Respondent	Shri D C Kaushik, DE of MGVCL.
Date of hearing	24.12.2010

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

The complaint dated 23.08.2010 (recd to this Forum on 23.12.2010 personally) is against the excess deposit charges for 3 phase connection.

Today on 24.12.2010, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ketan R Shah, appeared himself whereas Shri D C Kaushik, DE 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 Shri Ketan R Shah having consumer No.15529/03502/3
2. The complainant wanted to increase load from 2 KW to 7 KW for 3 phase connection. The estimate given by the concerned office of MGVCL (Akota) was Rs.9425/- which was to be paid before 14.7.2010 against application dated 03.06.2010. The complainant paid this amount vide receipt No.MN871598 and MN871597
3. Mr Dipak Jagani, the neighbor of complainant had applied on 23.07.2010 and he received estimate of Rs.4111/- under same conditions.
4. The complainant has asked for refund of excess amount paid by him.

The complainant Shri Ketan Shah contended that in the same building, for the same conditions he got estimate of Rs.9425/- against his application dated 03.06.2010 while his neighbor Shri Dipak Jagani got estimate of Rs.4111/- against his application dated 23.07.2010. The complainant has already paid Rs.9425/- as mentioned in para No.2.0. It is a substantial difference in the estimates given by MGVCL for the same conditions with a difference of 1½ months period between two applications. This seems to be wrong and hence he should be paid refund of excess amount paid by him.

The Respondent Shri D C Kaushik, DE contended that the estimate is generated through the computer system and it is centrally controlled and from time to time, system is updated according to the revisions, made in the tariffs and then circulated amongst all offices of MGVCL.

The Forum Members present at the hearing considered contention of both the parties and perused the records. There was a revision in tariff of Security Deposit, in a short period of one month, i.e. letter No.362 dated 18.05.2010 was cancelled and new Circular No.MGVCL:Accts:Rev:444 dated 08.06.2010 was issued. Due to this, estimate of Rs.9425/- was generated on the basis of software as per circular of May 2010. Immediately after this, there was an amendment and revised circular was sent to all concerned in the month of June 2010. As a result, Mr Dipak Jagani got revised and less estimate.

In view of the above discussion, the Forum is of the opinion that the complainant Shri Ketan Shah, Vadodara, should get the refund of RS.9425 – Rs.4111 = Rs.5314/- with immediate effect.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund of Rs.5314/- to the complainant Shri Ketan R Shah on the basis of revised circular of No.MGVCL:Accts:Rev:444 dated 08.06.2010..

(K R Shah)
Member

(M J Vaidya)
Independent Member

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>