

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM**  
**C/o 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-II-29-09.10                                 |
| Complainant     | Shri M H Poonawala, Gulistan Apartment, Ajwa Road, Vadodara (con No.16670/00247/5) |
| Respondent      | Shri K C Shah, DE Indrapuri s/dn MGVCL                                             |
| 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 21.09.09 is directed against the non-credit of payments made through credit card towards regular electricity bills.

Today on 23.11.09, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri M H Poonawala, appeared himself, whereas Shri K C Shah, DE Indrapuri s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the complaint are as follows:

The complainant has been paying the regular electricity bills by means of credit card for the past several months. However, the amount though debited from complainant's Bank Account, the same was not credited soon with the MGVCL against his consumer Number Account. Therefore, the subsequent bills show the past amount as arrears even though paid by him. However, belatedly, the credited amount did get conciliated with MGVCL accounts. The complainant is, therefore, put to inconvenience and hardship due to delayed credit of his timely payment made through credit card.

The representative of the complainant contended that the payments made by credit card towards dues do not reach the sub division office in time and he is put to available hardship & irritation. Every time, he is required to show proof for ascertaining payments made by credit cards. Payment is made through credit cards to save time but it takes more time in follow up for payment verification. He has requested that there should be permanent solution to this situation as it affects so many other clients making payments through credit cards.

The Respondent Shri K C Shah, DE contended that the amount paid towards bills by credit card through ICICI Bank at present reach account section of MGVCL corporate office which in turn inform the sub-division office of payments made by the client. This causes delay at times. However, this system is likely to be changed and in a few months, when a new system becomes operative, such problems would not occur.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The complainant's grouse is genuine and understandable. He was personally explained the deficiency in the current MGVCL system of money transfer through credit card and that the current system is being revised to overcome the difficulties experienced by the clients. After being satisfied with the explanation, the complainant prayed for withdrawal of the complainant.

In view of the above discussion, the Forum is of the opinion that the complaint be permitted to be withdrawn.

## **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to take remedial measures to revamp the present system of receiving payments made through credit cards for electricity dues so as to avoid inconvenience to the customers and grants permission to the complainant to withdraw his complaint.

**(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, 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>