

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-IV-69-2010.11
Complainant	Shri Maheshbhai B Kale, B 58 Axta Society Near water tank, Karelibaug, Vadodara
Respondent	Shri V M Dave, Deputy Engineer, Karelibaug s/dn of MGVCCL.
Date of hearing	04.02.2011

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

The complaint dated 27.12.2010 is for refund of fixed / Security Deposit amount.

Today on 04.02.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Maheshbhai B Kale, appeared himself, whereas Shri V M Dave, Deputy Engineer, Karelibaug s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are as follows:

1. The complainant had paid Rs.880/- as a Security Deposit on 31.07.2003 to regularize the actual load demand against his consumer No.16511/00179/9.

The complainant Shri Maheshbhai Kale contended that :

1. MGVCCL has not refunded his Security Deposit of Rs.880/- which was paid against revised load on 31.07.2003.
2. MGVCCL has not paid interest on the said deposit.
3. MGVCCL has not taken any action against those consumers who have not declared revised load and paid deposit.

The Respondent Shri V M Dave, contended that the complainant has paid Rs.880/- as Security Deposit against his revised load. This is as per the rules of the company. The complainant has been paid interest on this deposit regularly in the bill of May / June every year. This deposit can be refunded only in case the consumer wishes to disconnect supply permanently (PDC), company has started to check actual vij load against demand load and taken actions to regularize the load demand.

The Forum Members present at the hearing considered contention of both the parties and perused the records. During 2003, the company had circulated application forms among the consumers to mention their load demand on the basis of actual consumption. This was in order to avoid burning of meters, overloading of transformers, unbalanced distribution system etc. The complainant was shown in his bills now interest is paid regularly every year. He was informed about the notices served to the consumer to regularize their demand loads.

In view of the above discussion, the Forum is of the opinion that the complainant Shri Maheshbhai Kale, was convinced about the Security Deposit, its interest being paid regularly by the company, the rules of the company to get refund of Security Deposit, purpose of Security Deposit etc.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to update the software of billing system to give details of credit or debit, in order to make consumers fully aware of billing amount.

(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/Consumer%20Grievances/Procedure/Procedure.pdf>