

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-IV-129-2012.13
Complainant	M/s. Ashima Beverages, Darpan M Amin, C 203, Iscon Heights, Gotri Road, Vadodara.
Respondent	Shri K M Shah Deputy Engineer, Tarapur s/dn of MGVCL.
Date of hearing	01.03.2013 at Anand CO

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 20.02.2013 regarding refund of transformer charges.

On 01.03.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Darpanbhai Amin, appeared on behalf of M/s. Ashima Beverages, whereas Shri K M Shah, Deputy Engineer, Tarapur s/dn 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 had single phase and three phase connections at Tarapur having consumer No.13851 / 06062 / 8 for 3 phase industrial connection and 13851 / 06063 / 6 for single phase connection.
2. For industrial connection, MGVCL had given FQ of Rs.1,11,117/ which was paid by complainant through cheque from their industrial loan account. In FQ, MGVCL had shown Rs.85,227/ against new transformer.
3. The complainant had applied for PDC on 16.07.2012. MGVCL had made PDC on 12.09.2012.
4. During the entire period of operations, the 16 KVA transformer was not installed inspite of many reminders by the complainant.
5. There are no dues pending from the complainant to pay to MGVCL against energy bills etc.,

The complainant contended that they had applied on 11.06.2009 for industrial connection. The FQ was paid on 08.08.09. The work involved erection of 16 KVA transformer as per FQ. However, the connection was given from existing nearby

transformer centre in “A” category. Hence, the complainant had repeatedly reminded MGVCL to refund transformer cost but MGVCL did not respond.

The Respondent contended that it is a fact that the supply was made available to the complainant without installation of 16 KVA transformer. The total expenditure for “A” category of industrial connection was of Rs.8689/ against FQ amount of Rs.1,09,888/- (i.e. without transformer cost).

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that MGVCL had not erected the transformer for which cost was charged and also paid by the complainant.

In view of the above discussion, the Forum is of the opinion that in this case particularly instead of paying transformer charges of Rs.85227/ of 16 KVA transformer, the complainant should be refunded Rs.1,09,888/ less Rs.8689 = Rs.1,01,199/-.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund Rs.1,01,119/ to the complainant M/s. Ashima Beverages, Darpan M Amin, C 203, Iscon Heights, Gotri Road, Vadodara, of Rs.1,01,199/- immediately..

(Y B Sukhadia)
Technical Member

(M J Vaidya)
Independent Member

(P J Patel)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 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>