

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-I-01-09.10
Complainant	M/s. B2B Concrete P Ltd., con No.15249 of village Othawad, Balasinor.
Respondent	Shri M N Desai, DE (T) Nadiad Rural s/dn
Date of hearing	29.05.2009

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

This complaint is directed against the delay in payment of refund amount in excess of expenditure against the payment of Rs.2,80,502/ for new HT connection.

Today on 29.05.2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Vidyut Shah, appeared on behalf of M/s. B2B Concrete P Ltd., whereas Shri M N Desai, DE (T) Nadiad Rural 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 had sought a new HT connection from MGVCL. The necessary amount of Rs.2,80,502/ was paid against the estimated expenditure vide MR No.044029 dated 7.7.07 and the new connection was released in Jan-2008. However, the final bill of expenses is not finalized and the amount collected in excess of expenditure is not paid back by the MGVCL. The complainant has therefore approached this forum with a request for expediting the refund.

The representative of the complainant contended personally and through his application dated 27.04.09 that after considering the materials used in providing HT connection and excluding those not used though considered in the estimate, approximately a sum of Rs.2 lacs is due for refund. He cited the rules that final bill is required to be prepared within 2 months of releasing connection but in this case 15 months have elapsed since the date of release of connection.

The Respondent Shri M N Desai, Nadiad s/dn contended that for some reasons, the final bill could not be prepared and he regretted for the delay in payment of refund of excess amount. He assured that the excess amount shall be refunded as soon as possible.

The Forum Members present at the hearing considered contention of both the parties and perused the records. It is obvious that the payment of refund amount collected in excess of expenses as per final bill is unduly delayed for over 15 months though the rules provide payment of refund within 2 months of date of release of connection.

In view of the above discussion, the Forum is of the opinion that the amount collected from the complainant in excess of the final bill amount be refunded within 15 days.

O R D E R

The Forum directs the Madhya Gujarat Vij Co Limited to refund the amount collected from the complainant in excess of the final bill amount for the new HT line.

P L Mistry
Convener

K R Shah
Member

Dr R C Desai
Independent Member

S A Pota
Chairman