

**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-II-45-2014.15
Complainant	Shri Ashwin Pandya, 38, Sangita Tenament, Gorwa-Refinery Road, Panchvati - Gorwa, Vadodara-
Respondent	Shri R M Patel, Deputy Engineer, Gorwa s/dn of MGVCL.
Date of hearing	14.08.2014 at Vadodara

QUORUM	NAME
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Smt Medha M Marathe, MGVCL

The complaint dated 11.08.2014 regarding to give refund against delay payment charges.

On 14.08.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ashwinbhai Pandya, appeared himself whereas Shri R M Patel, Deputy Engineer, Gorwa s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant had received the energy bill for the month of April 2014 issued by Madhya Gujarat Vij Company Limited (MGVCL) on dated 28.05.2014. As per the bill, last date of payment was 27.05.2014 i.e. bill delivered to consumer is late.
2. The complainant gave an application to Deputy Engineer Gorwa s/dn of MGVCL for late delivery & not to recover fine for delayed payment from him. Even though, in next energy bill Rs.0.94 paise was deducted as delayed payment charges.
3. The complainant gave another application to Deputy Engineer and Deputy Engineer has given answer but complainant was not satisfied so complainant asks for refund of Rs.0.94 paise which is wrongly deducted, Rs.240/- transportation charges for visit of MGVCL office and stationery

expenses and in addition, he asked for refund against delayed payment charges to other consumers of his society.

The complainant contended that energy bill for the month of April 2014 was delivered on 28.05.2014. In the energy bill, last date of payment was 27.05.2014 and he had given an application to Deputy Engineer not to recover delayed payment charges from him. In this connection, Deputy Engineer has given reply but he did not satisfy. Deputy Engineer given reply that disciplinary action has taken against billing programmer, meter reader, but it is internal matter of MGVCL and he requested to give refund against delayed payment charges. Further, complainant contended that in the application, Rs.240/ transportation charges is claimed from opponent but actually it is mentioned for weightage of the application. He did not mean to recover that amount from respondent.

The respondent contended that necessary credit adjustment is given for Rs.0.94 paise which will reflect in next bill. Further, he contended that care will be taken in future to give proper reply to consumer.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that after laps of last payment date bill served to consumer. Consumer is not at fault for delayed payment charges so respondent should give refund against delayed payment charges of Rs.0.94 paise and he should give proper reply of application to consumer.

In view of the above discussion, the Forum is of the opinion that the MGVCL should give refund Rs.0.94 paise received as delayed payment charges to complainant and see that such occurrences should not be reported in future.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to give refund Rs.0.94 paise received as delayed payment charges to complainant Shri Ashwin Pandya, 38, Sangita Tenament, Gorwa-Refinery Road, Panchvati - Gorwa, Vadodara, under intimation to respondent for action taken.

(Medha M Marathe)
Technical Member

(Harsha S Chauhan)
Independent Member

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>