

**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-109-2014.15
Complainant	M/s. KCM Technologies P Ltd., 6/2-11,12,27 & 28 GIDC Por Ramangamdi, NH No.8, Vadodara.
Respondent	Shri N M Dalwadi, Deputy Engineer, Jambuva s/dn of MGVCL.
Date of hearing	06.02.2015 & 27/02/2015 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri A G Shah, MGVCL

The email complaint dated 23.01.2015 regarding shifting of overhead line and pole shifting.

On 06.02.2015 AND 27/02/2015, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein the representatives of the complainant Shri Ankur A. Solanki and Shri Mehul M. Patel remain present on 27/02/2015. The Respondent Shri N.M. Dalwadi, Deputy Engineer remained present on 06/02/2015 and Shri R.K. Rathwa, Deputy Engineer, Karjan I Sub-division and Shri Nikhil S. Patel, Junior Engineer, Jambuva Sub-division remain present on 27/02/2015.

The brief details of the case are as under:

1. The complaint registered at Complaint No. 2857340 dated 23/01/2015.
2. The complainant had applied for shifting of line from their premises on 31/05/2015 and paid its estimation charges on 27/06/2014.
3. After 128 days (4.5 months) i.e. on 02/11/2014 MGVCL had shifted line and pole but its ground clearance is only 1.5 metres which is harmful for day to day working in that area.
4. Though the complainant has paid for shifting of whole line, still some portion of line is in their working premises.
5. Due to poor workmanship the new shifted line gets fire 3 times.

6. Even after numbers of reminders till day (about 8 months passed) the work is incomplete and quality of work not improved.
7. The complainant has requested to refund full amount with interest if work not intended to do.
8. On the day of first hearing i.e. 06/02/2015, email received from the complainant that on 01/02/2015 new pole fixing and cable laying works has been done by MGVCL but old cable is still not removed.
9. The complainant has raised their strong grievance for abnormal delay and for quality of works. It is also questioned for reciprocal responsibilities where MGVCL charges interest or disconnect connection if don't pay the bills in time.

The complainant contended that after their complains to this Consumer Grievances Redressal Forum, MGVCL has taken up work on hand and completed in all respects except removal of old cables. They have represented for no action by MGVCL officers even after personal reminders so requested to Consumer Grievances Redressal Forum for an action to improve to resolve consumers grievances in time and to shift old cable from their premises.

The respondent contended that the complainant had paid estimate on 27/06/2014 for shifting of line from their premises. The work was started on 19/10/2014 and completed on 01/02/2015. New line laid with AB cable. The work was delayed due to heavy workload. About 30 metres length was pending and completed on 01/02/2015.

The Forum Members present at the hearing considered contention of both parties and perused the records and observed that the complainant had paid an estimate in time but the work started on 19/10/2014 i.e. after about 3 & ½ months. It was not completed. After complains to Consumer Grievances Redressal Forum pending 30 metres length line work completed on 01/02/2015 and still removal of old cable is pending. There is no justified reasons for such delay and explanation for heavy workload by the respondent is not acceptable as only one day work was pending.

The Forum is of the opinion that the officers of MGVCL should adhere to the performance standards laid by GERC.

The Forum members appreciated the spirit of both the parties to settle the dispute amicably and accepted withdrawal of the case submitted by the complainant.

ORDER

The Forum directs Madhya Gujarat Vij Co Limited to see that consumers grievances and works are attended within the norms of "Standard of

Performance” notified by GERC. It is also directed to remove old materials from the complainant’s premises and submit report to Consumer Grievances Redressal Forum.

(A G Shah)
Technical Member

(Harsha S Chauhan)
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 Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.

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>