

**CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2019 of GERC (CGRF & Ombudsman)**

**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-I-05-2024-25
Complainant	Shri Manubhai Karshanbhai Katariya, D-11, Ashoknagar Society, OP Road, Diwalipura, Vadodara (complaint regarding wrongly erected electric pole in his farm, block No.12, of village: Moje Patod, Tal: Padra, Dist: Vadodara).
Respondent	Shri D P Jivani, Junior Engineer, Padra-I s/dn of MGVCL
Date of hearing	29.04.2024 at Corporate Office, MGVCL Vadodara

QUORUM	NAME
Chairperson	Shri S P Trivedi, Vadodara
Technical Member	Shri B J Desai, (RA&C) MGVCL Vadodara

The complaint dated 25.04.2024 regarding appeal against the CRC order dated 06.01.2024 of S E (O&M) MGVCL Baroda (O&M) Circle, Gotri, Vadodara (complaint regarding wrongly erected electric pole in his farm, block No.12, of village : Moje Patod, Tal: Padra, Dist: Vadodara).

1.0 On 29.04.2024, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Manubhai Karshanbhai Katariya, appeared himself as complainant whereas Shri D P Jivani, Junior Engineer, Padra-I s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under:

2.1 The complainant Shri Manubhai K. Katariya vide application to shift electric pole in farm house L.S. no:12 on dated 26.08.2022 & 23.11.2022 (Received on DT:30.11.2022) at Padra-1 sdn office.

2.2 MGVCL office has tried to contact for site survey work but due to any reason MGVCL office was not able to contact number mentioned on application and the same was intimated to applicant vide letter dated 09.12.2022 to apply for shifting with the payment of registration charges.



2.3 Applicant has applied for line shifting on 12.01.2023 vide MR No.074971. MGVCCL office had surveyed with the presence of applicant's representative and issued firm quotation on 19.01.2023 vide letter No.307 as per company's existing norms.

2.4 As applicant has not paid Firm quotation, line shifting work is not carried out by MGVCCL office till today.

2.5 Later on applicant had submitted their objection at division office Jambuva (O&M) on dated 17.06.2023 & 01.09.2023 respectively.

2.6 On Dated 06.01.2024, CRC MGVCCL Baroda O&M circle office had issued order to site survey and issue firm quotation to shift electric pole.

3.0 The representative of the complainant contended that -

3.1 He complained that MGVCCL has wrongly erected Pole in his farm at village Patod before 5 to 6 yeras. Due to this, he is facing difficulties in the farming work.

3.2He alleged that MGVCCL helper and land owners of Block No.2 & 4 in collusion had wrongly erected LT line in triangle shape from MGVCCL DP in the Block no.2 of village Patod. This was resulted into unnecessary erection of pole in his farm.

3.3He aggrieved by the CRC order of MGVCCL circle and represented to shift the pole by the respondent without shifting charge.

3.4He also represented regarding loose overhead electric line from his farm.

4.0 The respondent contended that

4.1Due to engage in election duty, the Deputy Engineer Padra couldn't remained present during this hearing and so himself Junior Engineer has attended the hearing.

4.2 The complainant Shri Manubhai K. Katariya vide application dated 26.08.2022 & 23.11.2022 had complained to shift electric pole in farm house L.S. no:12 (Received on DT:30.11.2022) at Padra-1 sdn office.



4.3 MGVCL office has tried to contact them for site survey work but due to any reason MGVCL office was not able to contact them on number mentioned on application and the same was intimated to applicant vide letter dated 09.12.2022 to apply for shifting with the payment of registration charges.

4.4 Applicant has applied for line shifting on 12.01.2023 vide MR No.074971. MGVCL office had surveyed with the presence of applicant's representative and issued firm quotation on 19.01.2023 amounting Rs.19433/- vide letter No.307 as per company's existing norms.

4.5 As applicant has not paid Firm quotation, line shifting work is not carried out by MGVCL office till today.

4.6 Later on applicant has submitted their objection at division office Jambuva (O&M) on dated 17.06.2023 & 01.09.2023 respectively.

4.7 On Dated 06.01.2024, CRC MGVCL Baroda O&M circle office has issued order for site re-survey and issue firm quotation to shift electric pole.

4.8 Looking to existing available system data, it is clear that the line was erected in the year of 2005 for giving connection to Shri Solanki Kabhai Lallubhai (Consumer no:02607/00463/2, Date of release 05.05.2005). Moreover, the complainant had applied for 3 phase agriculture connection in the year 2013. At the time of release of their connection, he had never raised such issue.

5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and considering them in detail, findings are as under:

5.1 Looking to obstructions in the farming work due to pole in the complainant's farm, Respondent MGVCL may carry out joint re-survey and issue FQ for shifting of pole as per MGVCL norms. On receipt of necessary charges, Respondent may carry out shifting of pole as per MGVCL norms.

5.2 Respondent may also carry out maintenance to tight overhead loose LT line passing from the complainant's land.



ORDER

6.0he Forum has come to the conclusion that -

6.1 Looking to obstructions in the farming work due to pole in the complainant's farm, Respondent MGVCL may carry out joint re-survey and issue FQ for shifting of pole as per MGVCL norms within 15days from receipt of the order. On receipt of necessary charges, Respondent may carry out shifting of pole as per MGVCL norms.

6.2 Respondent may also carry out maintenance to tight overhead loose LT line passing from the complainant's land.



(B J Desai)
Technical Member



(S P Trivedi)
Chairperson

PS :

*If the complainant is not satisfied with the order of this Forum, the complainant may approach Ombudsman only after payment of minimum 33% of the bill amount issued to the party in question. **The Office address of the Ombudsman is : 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.3.19 (viii) of GERC Notification No.2 of 2019.***

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

