

Consumer Grievances Redressal Forum

(Formed Section 181, Sub-section (C) of the section 42 of The Electricity Act, 2003 and Regulatory (GERC) Notification No. 4 of 2004).

MADHYA GUJARAT VIJ CO LIMITED

Circle Office, Bhuravav Road, Power House, GODHRA – 389 001.

Email Id: cgrf.godharaco@gebmail.com

N.C. Vaidya

Contact No: 98792-02444

Ref. No: GDC/O&M/EE(T)/CGRF/Hearing/2021-22/7420

Date: 23-Sept-2021

Complaint No: MG-GDR-II-2 / 2021-22

To

Smt. Ruqsana Mushtaq Gora

Gora Weigh Bridge

Village: Lilesara, Ta: Godhra (Dist. PMS)

Subject: Your grievances regarding pending work of line shifting

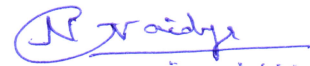
Reference: Your application dated 13/07/2021 (Received on 16/07/2021)

Dear Sir/Madam,

Enclosed herewith please find the order of the Consumer Grievances Redressal Forum, MGVCCL, Circle Office, Godhra as mentioned above.

Thanking you,

Yours Sincerely
For & on behalf of CGRF



(NC VAIDYA)
Convener

Encl. As above

Copy fwcs along with order to:

1. ETA to MD MGVCCL Corp Office, Vadodara
2. C E (Proj) MGVCCL Corp Office, Vadodara
3. ACE (R&C) MGVCCL, Corp Office, Vadodara

Copy to:

1. SE (O&M), MGVCCL, CO, Godhra
2. EE (O&M), MGVCCL, D.O., Godhra
3. DE MGVCCL, Rural Sub-division, Godhra ®.

...he is requested to submit Action Taken Report within 7 days from the date of issue of this letter.

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2011 of GERC (CGRF & Ombudsman)

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CIRCLE OFFICE, POWER HOUSE COMPOUND,
GODHRA - 389 001.

Subject	Consumer Grievances Complaint No.MG-GDR-II-2 / 2021-22
Complainant	Smt. Ruqsana Mushtaq Gora
Respondent	Shri H.H. Patel, Junior Engineer, MGVCL, Godhra Rural Sub-division.
Date of hearing	27-08-2021 at MGVCL, Circle Office, Godhra

QUORUM	NAME
Chairperson	Shri A.G. Shah, Nadiad
Independent Member	Shri D.I. Patel, Baroda

The complaint dated 12/07/2021 is received on 12/07/2021 at Corporate Office, Vadodara regarding non-shifting of HT line though estimate amount is paid at MGVCL.

1.0 The brief history of the complaint:

- 1.1 The brief history of the complaint is for shifting of 11 KV lines though they have paid the estimate of amount Rs. 1,13,910=00 on 13/3/2020.
- 1.2 In response to the complaint, hearing was arranged on 27/8/2021 at MGVCL, Circle Office, Godhra and in that party's Representative Shri Adul Salam Gora Kalu attended the Forum whereas Junior Engineer of Godhra Rural Sub-division Shri H.H. Patel attended the Forum. Both the parties were heard.

2.0 Representation of Party:

- 2.1 Shri Abdul Salam Gora Kalu attended the Forum on behalf of Smt. Ruqsana Mushtaq Gora village Godhra.
- 2.2 Party informed that though they have paid the estimate charges of Rs. 1,13,910=00 the required HT line is still not shifted. Both the lines are required to shift from passage which has width of 1.6 Mt to 2.00 Mt and both are required to shift from the same passage.
- 2.3 The representative suggested for cable line and to lay line on other roadside.



- 2.4 But for months together, the line was not shifted and they have contacted the higher authorities but the outcome is not satisfactory. They requested for shifting of line and also represented for alternative route.
- 3.0 Representation from MGVCL side:
- 3.1 On receipt of application, Deputy Engineer Rural Sub-division has visited the site and assessed the estimate to shift the line. After the site visit an estimate for the amount Rs. 1,13,910=00 was issued to party and it was paid on 13/3/2020.
- 3.2 The Junior Engineer, Shri H.H. Patel, Godhra Rural Sub-division represented that there are 2 HT lines requires to be shifted: 11 KV Betiya JGY feeder as well as 11 KV Ambali AG feeder. The Junior Engineer represented that the both 11 KV line cannot be shifted through passage as horizontal distance will not be maintained from house and compound wall.
- 3.3 To shift the both lines on other roadside there is already one existing 11 KV line and on other side of road 'Nilgiri' are existing.
- 4.0 The conclusion of the Forum:
- 4.1 Looking to the width of passage and boundary of compound wall and horizontal clearance between line and compound wall for house which requires 1.2 Mt will not be maintained for both the lines.
- 4.2 After lapse of 1 year and 6 months Deputy Engineer Rural Sub-division has denied to shift the application on the ground that it is not technically feasible. Accordingly, this office has informed the party on 2616 dated 3/7/2021 to apply for refund of amount which is paid by the party. In this situation, it is not desirable to shift the line to avoid any loss to the human being after shifting of the lines.
- 4.3 The Forum concludes that at the time of survey particularly in response of shifting of High Tension and Low Tension Lines, all the aspects such as ground clearance horizontal clearance from the compound wall and house balcony should be considered and then after the estimate should be issued to avoid such complications on later stage. MGVCL has submitted joint site visit report of Deputy Engineer Godhra East Sub-division and Executive Engineer Circle Office, Godhra dated 14/7/2021 in which it is stated as under:

"Applicant has applied for shifting of 11 KV Ambali AG and 11 KV Betiya JGY HT line. The proposed line, if we shift, will be passing through 1.6 MT narrow passage of existing building and compound wall and as per Safety Regulation 2010, the horizontal line clearance of open conductor of 1.2 meter cannot be maintained for 2 Nos. of HT feeder lines and hence it is technically not feasible and viable for execution of work at present"



- 4.4 Party states to shift the line with insulator conductor on the same pole which is also not technical desirable as during the complaint of one feeder another feeder will be automatically to be made power off. Also both have different category of feeders i.e. AG and JGY. As AG has change of power supply from day to night and night to day. This is also not technically justified to accept the suggestion from the party. The CGRF observe that in absence of sufficient clearance and loss to the human being in future it is also not accepted to satisfy applicant's request.

5.0

ORDER

The Members of CGRF have heard both the parties and order that the action taken by Deputy Engineer Godhra Rural Sub-division informing the applicant to apply for refund for estimated amount is in order. The Forum would like to inform MGVCL authority to take care during survey work for shifting of HT/LT line to avoid such grievances in future.

Absent
(Shri K.B. Dhebar)
Technical Member

D. I. Patel
(Shri D.I. Patel)
Independent Member

A. G. Shah
(Shri A G Shah)
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.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>

