

**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-101-2014.15
Complainant	Shri Rajeshbhai R Soni, Sutharfaliyu, Samdi Chakla Sojitra, Tal: Sojitra, Dist : Anand
Respondent	Shri K F Rathwa, Deputy Engineer, Sojitra s/dn of MGVCL
Date of hearing	09.01.2015 at Vadodara & 23.01.2015 at Anand

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

The complaint dated 22.12.2014 (recd on 31.12.2014) regarding shifting of PSC pole.

On 09.01.2015 at Vadodara & 23.01.2015 at Anand, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant was absent during hearings whereas Shri K F Rathwa, Deputy Engineer, Sojitra 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. MGVCL has erected new PSC pole, which is obstructing to vehicles and residents of the Sutharfaliyu, Samdi Chakla, Sojitra, Tal: Sojitra. The Sutharfaliyu, Samdi Chakla, Sojitra, Tal: Sojitra is very narrow, so the network used before erection of new PSC pole was correct. However, the complainant has requested to shift the pole at other convenient location.

The complainant was absent during the hearings and requested to shift the pole so that they may not become obstacle to the public and vehicles.

The respondent contended that due to old LT distribution line supported on projected angles anchored at different houses are being removed under system improvement scheme to avoid any accident. It was very essential to erect PSC pole and provide ABC 2 wire cable so that there may not be any accident in future. Prior to execution of work, the consent of four residents adjacent to new erected pole was obtained. The work was completed on 31.07.2014. He also contended that there is no other suitable location to shift the pole.

The Forum Members present at the hearing considered contention of both the parties and perused the records and directed MGVCL to resurvey the location

and if possible come to common amicable solution. Accordingly, Deputy Engineer of Sojitra s/Dn, MGVCL has resurveyed the site and submitted the letter dtd. 03-02-2015 enclosed with letter of the complainant dtd. 01-02-2015, wherein the pole is shifted at convenient location and now the grievances is resolved.

ORDER

The Forum directs Shri Rajeshbhai R Soni, Sutharfaliyu, Samdi Chakla, Sojitra, Tal: Sojitra, Dist : Anand that he should have guided the present location while erecting the PSC pole to avoid such type of grievances and as per his letter dtd. 01-02-2015, he confirmed that the grievances is resolved.

(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>