

**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-112-2011.12
Complainant	Bismillah Kasammiya Malek, at Khatrej Darwaja, Behind Masjid, Mehmabad, Dist : Kheda.
Respondent	Shri M H Padhiyar, D E Mehmabad of MGVCCL
Date of hearing	27.01.2012

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCCL

The complaint dated 12.01.12 is for street light pole and line of street light passing through his building terrace.

Today on 27.01.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Bismillah Kasammiya Malek, appeared himself, whereas Shri M H Padhiyar, Deputy Engineer, Mehmabad appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. Complainant had submitted the complaint regarding dangerous condition of street light pole near his house on 27.6.2007 to Deputy Engineer Mehmabad.
2. He had also submitted complaint regarding passing of service line and street light pole from the top of his building on 27.01.11 to Deputy Engineer Mehmabad.
3. He had also submitted the same complaint to Shri A G Shah, E E of Mehmabad Division, MGVCCL on 30.5.11 and 6.7.11.

The complainant contended that he had narrated the dangerous condition of service line and street light line passing through his terrace. He also narrated dangerous condition of inclined street light pole near his house. He has requested frequently to the concerned officers but nothing was done hence his request was to do necessary in the matter.

The Respondent Shri M H Padhiyar, D E of Mehmabad contended that shifting of service line and street light line passing through his terrace is in process. Regarding street light pole, he also contended that it is in good condition without any corrosion but it is in inclined condition that may be due to loosening of stay wires.

In view of the above discussion, the Forum is of the opinion that the service line and street line passing through his terrace should be immediately shifted and terrace should be made free for access without any danger.

Regarding street light pole, it is observed that some concrete surfacing is done on the ground floor which is not sufficient to make it straight and trouble free. Sufficient mugging is required.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited (i) to immediately remove service line and street line passing through his terrace and (ii) sufficient mugging should be immediately done on the street light pole at ground level to make it straight and strong to bear the tension of the wires.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
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 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>