

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-II-37-2011.12
Complainant	Narmadaben R Rana, C/o Ranchodbhai D Rana 239/8, Krushnabhavani, Unchi Sheri, Saloon Bazar Rana Chowk, Nadiad
Respondent	Shri R M Patel, DE of Nadiad City (East) of MGVCL
Date of hearing	12.08.2011

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 21.07.11 is for shifting of angles.

Today on 12.08.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Narmadaben R Rana, appeared herself whereas Shri R M Patel, DE of Nadiad City (East) of MGVCL appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are:

1. Shri Ranchodbhai D Rana has consumer No.10003/02558/6 at 239/8, Krushnabhavani, Unchi Sheri, Saloon Bazar, Rana Chowk, Nadiad
2. His house is in very damaged condition and require renovation / repairs.
3. There is M S Angle fitted on the front walls of his building from which MGVCL has given service lines to the nearby houses.

The representative of the complainant Narmadaben Rana contended that their house is in very bad condition. They have planned for necessary repairs for which they require MS Angles to be removed as damaged condition of wall during repairs may prove dangerous as live electric lines are given by MGVCL to other consumers in vicinity area.

The Respondent Shri R M Patel, DE of Nadiad City (East) of MGVCL contended that the street under reference is very congested. Hence, from the very beginning, MGVCL has used MS Angles to give further service lines to the consumers in that street. MGVCL had given estimate for one pole required for change over but the concerned consumers have not come forward with their consent.

The Forum Members present at the hearing considered contention of both the parties and perused the records. Due to old congested pattern of streets in old cities and the usual practice followed by electricity companies, the MS Angles on the building was found most convenient method to provide service lines to other consumers, but now-a-days it is unsafe and to be discontinued at the earliest.

In view of the above discussion, the Forum is of the opinion that MGVL should remove the line wires from MS Angles and install a pole at a suitable location so that all electrical service lines are safely laid down and supported. This should be done by MGVL at its own cost, as the company has added service lines on MS Angles, over a period of time.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to remove MS Angles at the earliest after substituting a pole at a suitable location so that all electrical service lines are safely laid down and supported. This should be done by MGVL at its own cost.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
Chairman

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 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>