

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-III-84-2011.12
Complainant	Karshanbhai J Makwana at At : Khakhariya PO: Wanghroli, Tal: Thasra, Dist : Kheda
Respondent	Shri N D Talpada J E of MGVCL
Date of hearing	25.11.11

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

The complaint dated 7.11.11 is for shifting of pole.

Today on 25.11.11, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Karshanbhai J Makwana, appeared himself whereas Shri N D Talpada, J E appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. MGVCL has installed pole in the premises of the complainant.
2. Complainant has to construct toilet bathroom in his premises where this pole is installed.
3. He has requested to shift this pole approximately 5 ft near their fencing
4. He has received BPL meter from the same pole but vij connection is not made so far.
5. He is paying bill since last one and half years.

The complainant contended that MGVCL should shift the pole from his premises to nearest location outside the fencing and give connection as early as possible.

The Respondent Shri N D Talpada, J E of MGVCL contended that the complainant has not so far applied to their office for shifting of LT line pole. Hence, the complainant has been informed to register an application. MGVCL will issue an estimate for shifting of pole and after completing all procedures as per rules, the shifting of pole shall be done. The supply has been restored to the complainant on 22.11.11.

From the same pole, the vij connection has been given to the complainant on 22.11.11 vide sub/dn Balasinor letter No.Bala:Tech:7229 dated 24.11.11 addressed to the Forum.

In view of the above discussion, the Forum is of the opinion that as per the normal practice the complainant has to register his application for shifting of pole. JE Balasinor s/dn has assured to shift the pole of LT line at suitable location after completing all formalities as per rules.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to inform to the complainant to register an application for shifting of pole for LT line and give guidelines about the necessary documents to be submitted by the complainant.

(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 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>