

**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-III-65-2012.13
Complainant	Rakeshbhai D Patel, Darwaji Bhagol, Bhadran, Ta: Borsad.
Respondent	Shri S.F. Garasia, DE, Borsad (Rural) Sub-Division of MGVCL
Date of hearing	19.10.2012 at Circle office, Anand

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 21.11.2012 regarding meter reading and faulty meter.

On 14.12.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rakeshbhai D. Patel, appeared himself, whereas Shri S.F. Garasia appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant is a prospective consumer.
2. LT line pole erected near the entry gate of his plot which will obstruct him so requested to shift the pole.

The representative of the complainant contended that in his absence an electric pole is erected in front of his plot and its stay wire obstructing entry to the plot. He also mentioned that water tank has been erected by the society builder adjacent to his plot and so it is difficult to shift the pole or stay wire at other location.

The Respondent Shri S.F. Garasia contended that being terminal pole it is difficult to remove or shift the stay wire and/or pole as no nearby technically suitable place is available.

The Forum Members present at the hearing considered contention of both the parties and perused the records. After studying the representation of both parties and the location plan, the forum members came to the conclusion that as there is no other alternative except laying of strut pole for removal of stay wire which is obstructing the entry to the gate.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to erect the strut pole and remove the stay which is obstructing the entry to the complainant's plot.

(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>