

**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-IV-120-2011.12
Complainant	Shri Lallubhai R. Bharvad, At : Angadi Kasba, Tal. Thasra, Dist. Kheda
Respondent	Shri P.P. Pancholi, I/C Deputy Engineer of Thasra Sub-Division of MGVCL.
Date of hearing	02-03-2012

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 27-02-2012 is for shifting of 11 KV electric (vij) line from his residential area.

Today on 02-03-2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Lallubhai R. Bharvad appeared whereas Shri P.P. Pancholi, I/C Deputy Engineer of Thasra Sub-division appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. There were few 'Kachha Huts' in Kasba of Village Angadi, Tal. Thasra. The 11 KV 3-phase electric (vij) line of 11 KV Ambav (JGY) feeder is passing through the road in their Kasba. One of the poles had toppled down due to heavy rain water flow two years back. It was repaired and rectified and there is no problem at this time. The village water is passing through the road of this Kasba, which may damage the electric PSC poles and there may be some dangerous condition. Hence, the consumer complained to shift the 11 KV line, so that their area is safe.

The consumer contended that their huts have been constructed around year 1975 and 11 KV line is much before that period. Their huts are just below the 11 KV line. Hence, they requested to divert 11 KV line at a safer distance.

The Respondent Shri P.P. Pancholi, I/c Deputy Engineer, Thasra Sub-Division contended that there was toppling of one PSC pole, which was away from the huts and accordingly there was no casualty reported. However, he could not throw light of safe distance of 11 KV line for the huts.

The Respondent was asked to visit the site and confirm about the stability of the poles in the most adverse condition of the natural calamity. If not, necessary

precautions like guy wire, muffing etc. are required to be completed for each pole to ensure the reliability of the poles structure. Secondly, he is advised to check the sufficient clearances of all huts from 11 KV line as per the Indian Electric Rules. If it is not, to initiate actions through Collector OR any other Governmental Authorities to shift the huts to make them at safe distance.

The Forum Members present at the hearing considered contention of both the parties and perused the records.

The Forum Members are of the opinion, as the Complainant had shown inclination to pay charges for shifting of 11 KV line, he was advised to apply to MGVCL Sub-Division Office asking for shifting of line and the estimation. In turn, concerned Sub-Division of MGVCL has to give estimate for shifting of line in such a way that in future such hindrances are not reported.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited ;

- (a) to sufficiently check the condition of each pole from stability point of view against any natural calamity and do the needful strengthening by putting guy wire, muffing etc. wherever required.
- (b) to immediately check the safe distance of huts from 11 KV line and take precautionary measures to shift them through local Governmental Authorities.
- (c) on getting applications from the Dwellers of huts, to give estimates about shifting of 11 KV poles in such a way that they do not create any hindrances in future.

(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>