

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-43-2010.11
Complainant	Shri H M Panchal, 1, Arpan Park, Manjalpur, Vadodara.
Respondent	Shri N A Shah, DE Lalbaug of MGVCL
Date of hearing	20.12.2010

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

The complaint dated 25.11.2010 is for the shifting of pole.

Today on 20.12.2010, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri H M Panchal, appeared himself, whereas Shri N A Shah DE Lalbaug appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The back ground details of the case are as follows:

1. He owns house with one compound wall touching the road side opposite to Mega More Mall
2. Two electric poles are on main road near to his compound wall.
3. One of these poles is put some 6-7 years back to remove voltage drop in the feeder line to the nearby apartment.
4. This pole, as per him, is a hindrance to him as he wants to make a separate access to his tenants for staying in his premises.

The complainant Shri H M Panchal contended that all two poles to be shifted to other places as these poles are risky due to heavy traffic. Also, he needs to put the gate for tenants to enter his premises, for which pole requires to be shifted.

The Respondent Shri N A Shah, DE Lalbaug of MGVCL contended that the consumer has applied directly to the Forum without approaching and discussing with the MGVCL's concerned office. He further added that he is ready to discuss with the consumer to solve his problem in the best way possible, but the consumer shall have to pay for shifting of the pole / poles if necessary, within the rules.

The Forum Members present at the hearing considered contention of both the parties and perused the records. By mistake, the complainant had directly approached the Forum without discussing with MGVCL local office. However, the Deputy Engineer had explained the difficulties in shifting the poles. All poles are installed on the main road sufficiently away from the compound wall of the consumer. The locations of the poles are also to facilitate straight wire installation from pole to pole.

In view of the above discussion, the Forum is of the opinion that the consumer needs to discuss the matter at site with the MGVCL's local office and find out alternatives with cost involved with the MGVCL Deputy Engineer. If not satisfied with this, the consumer may approach Forum to put his grievance.

ORDER

The Forum directs complainant Shri H M Panchal to discuss the matter of pole shifting at site / local office with the MGVCL's concerned engineer and if still not satisfied, the complainant may approach the Forum.

(K R Shah)
Member

(M J Vaidya)
Independent Member

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>