

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-52-2009-10.
Complainant	Shri Jitendra N Mistry, 10B, Jalabapanagar, Panigate, Vadodara.
Respondent	Shri M I Patel, DE Panigate S/dn.
Date of hearing	17.02.2010

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Dr R C Desai, Vadodara

This complaint dated 30.01.2010 is directed in the matter of shifting an electric pole.

Today on 17.02.2010, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Jitendra N Mistry, appeared himself, whereas Shri M I Patel, DE, Panigate s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as follows. The complainant has a residential house No.10/B in Jalabapanagar Society, at the corner of two internal roads at right angle. He desires that an electric pole situated as this corner should be shifted away as it is obstructing partly while taking out his rickshaw vehicle. This could not be done when all other poles along straight overhead line were shifted in the society roads.

The complainant contended that the electric pole obstructing the path towards his house No.10/B was not shifted when all other poles were shifted inside the society. He was asked to pay Rs.10000/- for shifting the pole which he was not ready to pay. Moreover, the tension string to hold the pole in upright position was mounted inside his house compound thus obstructing the movement inside his compound. He has repeatedly sent reminders to shift the pole but it is not done. Aggrieved by the lack of response, he has approached this Forum.

The Respondent Shri M I Patel, DE Panigate, S/dn of MGVCL contended that the pole is at a corner where two overhead lines are meeting at right angle. Therefore, a tension string has to be mounted inside his house compound. If the pole is shifted by a few feet, the tension string mounting would be shifted further deep into his house compound. This problem did not occur while shifting other poles lying along the straight electric overhead line. There is a technical problem encountered in shifting the pole near his house,

which the complainant fails to understand. There is no bias against him. In a very short time, there is a possibility of laying an Aerial Bunch Cable, when his problem would be sorted out. Till then, he has to bear the inconvenience of the obstructing pole.

The Forum Members present at the hearing considered contention of both the parties and perused the records. It is obvious that when a pole is erected at a corner of two straight overhead lines meeting at right angle, a tension string has to be provided so that the pole does not tilt due to tension caused by overhead lines. If the pole is shifted further by a few feet, the tension string mounting would go further deep into his house compound and it would cause enhanced inconvenience.

In view of the above discussion, the Forum is of the opinion that technically it is not possible to shift the pole and status-quo be maintained.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to maintain status-quo in the current position of the pole near house No.10/B till alternative remedial system is installed.

(K R Shah)
Member

(Dr R C Desai)
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>