

**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-109-2013.14
Complainant	Shri Arjunsinh Jesanbhai Dabhi & others at Moti Mudel, (Motu Faliyu), Tal: Kathlal, Dist : Kheda
Respondent	Shri M H Malek, Junior Engineer, Kathlal s/dn of MGVCL.
Date of hearing	06.12.2013 at Anand & 13.12.2013 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Medha M Marathe, MGVCL

The complaint dated 29.11.2013 regarding shifting of pole.

On 13.12.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Arjunsinh Jesanbhai Dabhi, appeared whereas Shri M H Malek, Junior Engineer, Kathlal s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case is as under:

1. At Moti Faliyu of village Moti Mudel where pole is obstructing the vehicles like Tractor, Bullock-cart and persons of the Faliya.
2. Further, it is mentioned that tree is existing near the pole which may damage pole during rainy season. This pole was damaged by tractor passing from this area and at that time request was made to shift the pole but the same was not shifted and new pole was erected at the existing location.
3. Application was made on 23.09.2013 at Kathlal s/dn for shifting the pole but no reply was received from the office and nobody is taking pain to resolve the complaint.

The complainant contended that he has not signed in the complaint letter. His house is about 6-7 metres away from the PSC pole. He also stated that the pole is at one side and not obstructive to anyone.

The respondent contended that he has visited the place and location of pole. He has taken photograph of the street covering the so called disputed pole. He stated that all poles are on the side of the street. The street is very narrow and even shifting of any pole to other location is not possible.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that there is no merit in the complaint. It is also confirmed by Shri Arjunsinh Jesanbhai Dabhi, who is accordingly to the complaint letter one of the complainants. Therefore, the complaint is to be treated as resolved.

In view of the above discussion, the Forum is of the opinion that no action is required to be taken for the said complaint.

ORDER

The Forum directs the complainant Shri Arjunsinh Jesanbhai Dabhi & others at Moti Mudel, (Motu Faliyu), Tal: Kathlal, Dist : Kheda, that the position of the pole is in order and no need to shift the same. The complaint is treated as disposed off.

(Medha M Marathe)
Technical Member

(Harsha S Chauhan)
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>