

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-II-24-09.10
Complainant	M/s. Indus Towers Limited, 103, Baleshwar Square, SG Highway, Ahmedabad 380 064.
Respondent	Shri H R Shah, DE Borsad S/Dn MGVCL
Date of hearing	16/09/2009

QUORUM	NAME
Chairman	Shri S A Pota, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Dr R C Desai, Vadodara
Convener	Shri P L Mistry, MGVCL

This complaint dated 18.08.09 is directed against denial of giving new connection to a communication tower situated within 50 metres of area of existing agricultural connection by MGVCL.

Today on 16/09/2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ajitkumar B Thakor, Assistant Manager, appeared on behalf of M/s. Indus Tower Limited whereas Shri H R Shah, DE Borsad 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 is a company engaged in providing communication towers for Mobile Phones. They have taken a land on lease of agricultural farmer Shri Komalbhai M Parmar, in Survey No.6/3 A/c Number and erected a Telecommunication Tower. They registered application on 1.8.08 with Borsad S/dn of MGVCL demanding electric supply for 12 KW load. The said application was rejected on the ground that this connection is within 50 metres from the existing agricultural connection. Aggrieved by this denial, the complainant has approached this Forum by a complaint dated 18.8.09.

The representative of the complainant Shri Ajitkumar Thakor contended that because of denial of electric connection they cannot operate the communication tower without power and the business of Mobile Phone companies and clients suffer. He urged that some way be found so that the connection sought by them is released as soon as possible.

The Respondent Shri H R Shah, DE Borsad, contended that the connection is not released as there is an agricultural connection nearby within 50 metres of the communication tower as per directives of higher officials of MGVCL. The reason behind this directive could be the possible pilferage of electrical energy from the 24-hours connection provided to communication tower.

The Forum Members present at the hearing considered contention of both the parties and perused the records. For the comfort of Mobile Phone users, electric connection has to be provided to the communication tower. However, this 24-hour connection could be misused for pilferage of electric energy by those who do not receive 24-hour power supply. Some way has to be found so that the possible pilferage is avoided. It is possible to provide electrical connection to the communication tower by using 16 KVA, 11 KV transformer so that pilferage is avoided at 11 KV. All precautions such as non-accessibility and safety of people against 11 KV line, tall compound wall with barbed wired mesh and such other precautionary measures be provided.

In view of the above discussion, the Forum is of the opinion that the complainant be provided the electric connection by installing 16 KVA, 11 KV transformer by taking all safety and precautionary measures for farming community and against possible pilferage.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to release the electric connection by installing 11 KV, 16 KVA transformer, taking precautionary measures for safety of farming community and against possible pilferage.

(K R Shah)
Member

(Dr R C Desai)
Independent Member

(S A Pota)
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.