

**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-I-18-2013.14
Complainant	Shri Jivabhai Manorbhai Gohel, at village Maliyataj (Manirpura), Tal: Matar, Dist : Kheda.
Respondent	Shri G S Desai, Deputy Engineer, Vaso s/dn of MGVCL.
Date of hearing	07.06.2013 Anand Circle Office

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 11.05.2013 for shifting of transformer in survey No.505/2 of village Maliyataj, Tal:Matar.

On 07.06.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein the representative Shri Jayanti Jivabhai Gohel appeared on behalf of complainant Shri Jivabhai Manorbhai Gohel whereas Shri G S Desai, Deputy Engineer, Vaso s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. Transformer at Survey No.505 /2 for agricultural purpose.
2. There is residential house nearer to it.
3. Due to leakage current electric motor burnt 3 times.
4. For safety of their children and cattle, he needs to shift transformer center 20 feet away.

The complainant contended that there is current leakage from transformer center and it may be fatal for his children. Requested the forum to order MGVCL to shift it atleast 20 feet away.

The respondent contended that he has replied to the complainant vide letter dated 17.05.2013 that 15 HP agricultural connection is released on 23.10.2001 under TATKAL Scheme. The transformer centre was erected at the location as per consent given by the consumer. Thereafter, he may have constructed or extended his house. However, he has got checked transformer and connected net work for any leakage current which found normal. He has carried out transformer maintenance works in all respect.

He also informed that for shifting of transformer, the complainant has to pay shifting charges as per rules.

The Forum Members present at the hearing considered contention of both the parties and perused the records that encroachment towards transformer centre which was erected in the year 2001 should not be done by the complainant keeping the view of safety. However, in present circumstances, shifting of transformer center can be done provided the complainant pay the shifting charges as per rules or remove the extra construction work done.

In view of the above discussion, the forum is of the opinion that considering safety the prime importance, actions must be taken on urgent basis.

O R D E R

The forum directs the complainant Shri Jivabhai Manorbhai Gohel, at village Maliyataj (Manirpura), Tal: Matar, Dist : Kheda, should pay estimate for shifting of transformer center. Forum also directs MGVL to issue reasonable estimate and complete work on top priority. The horizontal as well as vertical clearance as specified in CEA Regulations of Safety of the year 2010 shall be maintained to ensure the safety. Also, the fencing on the transformer centre shall be provided as per rules.

(Y B Sukhadia)
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>