

**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-77-2012.13
Complainant	Rupa Hareshbhai Shah at 5 JP nagar, Old Padra Road, Vadodara
Respondent	Shri C.D. Valvai, DE, Vasna Sub-Division
Date of hearing	14.12.2012 at Corporate Office, Vadodara.

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 21.11.2012 regarding withdrawal of electric pole erected in front of the gate.

On 14.12.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Haresh Babubhai Shah, appeared on behalf of the Consumer, whereas Shri C.D. Valvai, appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant has consumer No. T-157834467 and S.R. No: 1358642
2. Shifting of electric pole erected in front of the house-gate.

The representative of the complainant contended that they are the owner of the plots at 2/3, JP Nagar, O.P.Road, Baroda – 390015. The MGVCL has erected line pole in front of the entrance gate. At the time of erection, the plot was vacant with fencing and gate at the place so they had taken objection at that time but told at that time by MGVCL authority that it would be withdrawn within 2 to 3 months. They have regretted that same is not done but issued an estimate of Rs 11958/- in lieu of their application dated 28/08/2012. They have constructed their house and they have a marriage occasion at the place so requested to shift the pole at least 5 feet away from the gate without recovering/with nominal charge as no fault on their end.

The Respondent Shri C.D. Valvai, contended that on office record there is no application from consumer before this complaint. For shifting of the pole, two new poles are required to erect and the estimate served should be paid by the consumer.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The forum members opined that Shri Valvai should visit the location personally and confirm the exact location of the pole and see the possibility to shift the pole @ 3 feet away to serve the purpose as per discussion

with the consumer and report to the CGRF within a week. The said report is received stating that the pole is obstructing for driving the vehicle through gate. He has also checked the possibility to shift pole as agreed by the consumer. It is also reported that revised estimate shall be issued to shift the pole at mutually agreed location.

In view of the above discussion, the Forum is of the opinion that the Madhya Gujarat Vij Company should revise the estimate to shift the pole at the location as agreed by the consumer.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to relocate the shifting position mutually agreed between the parties and issue revised estimate. The consumer should pay the estimate. The MGVCL will arrange to finish the work before the function of the consumer.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
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>