

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ COLIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-III-84-2014.15
Complainant	Shri Vinodchandra Kanaiyalal Pandya Modh Faliya, Opp. GPO, Nadiad
Respondent	Shri G.N. Shah, Deputy Engineer, Madhya Gujarat Vij Company Ltd., Sub-division Office NADIAD (EAST).
Date of hearing	21.11.2014 at Nadiad Circle Office

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harshaben Chauhan

The complaint dated 07.11.2014 regarding shifting of electric pole.

On 21.11.2014, the case of the Complainant's Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Shri Vinodchandra Kanaiyalal Pandya himself and the respondent Shri G.N. Shah, Deputy Engineer, MGVCL, Sub-division Office, Nadiad (East) appeared on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant complained, "*Why the old pole erected before 30 years is shifted ?*", which is erected in such a way that emergency vehicle 108 cannot pass through.
2. Complainant wants to repair his old house and the pole may obstruct for construction work.
3. Latest photographs taken on 20-10-2014 are sent to the Forum for reference.
4. The Complainant has requested to shift the pole as he feels it dangerous for day-to-day working.

The complainant contended as above and further contended that MGVCL is going to shift the existing pole at such a location which may obstruct to his house entrance. The existing pole erected near his house about two years

back is illegal and his permission was not taken. He requested to shift the existing pole to about 10 feet away.

The respondent contended that the pole erected near the complainant's house was about 4 years back to strengthen the LT line. The LT line is laid by LT PVC cable. He has surveyed the site after the complaint and found that the pole and LT cable are at safe distance from the complainant's house. It is also not in front of his house entrance and on the road side. At present, no extra pole OR shifting of existing pole is proposed. Only service connections are shifted to the pole near the complainant's house, which are also not obstructing any part of complainant's premises.

The Forum Members present at the hearing considered contention of both the parties and perused the record and observed that MGVCL had erected new pole as per their technical requirement to strengthen the LT distribution network. The pole and line is not obstructing in any way to the complainant's premises. In case of future construction work to be carried out by the complainant, if the complainant informs to MGVCL, then MGVCL will take care for safety of the labors, if so required. The service connections provided from the pole seems haphazard looking to the photographs submitted by the complainant. Instead of open joints, pole-mounted service box is required to be fitted for safety measures.

ORDER

The Forum directs the complainant Shri Vinodchandra Kanaiyalal Pandya, Modh Faliya, Opp. GPO, Nadiad, that the existing lay-out of pole and LT cable is in order and no need to shift them.

(Harshaben 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 Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.

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>