

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-14-09.10
Complainant	Patel Ajaybhai Jayeshbhai, Patel Falia, At & Post: Dashrath, Dist: Vadodara.
Respondent	Shri Chavda, DE Chhani s/dn MGVCL
Date of hearing	31.07.2009

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 17.7.09 is directed against the unsatisfactory shifting of pole and supply line.

Today on 31.07.2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Patel Ajaybhai Jayeshbhai, appeared as complainant whereas Shri Chavda, DE, Chhani 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: Shri A J Patel, submitted an application after paying registration fees of Rs.100/ on 01.10.07 stating that electric line and a pole should be shifted as they were coming in the way of building a godown at this premises. After the survey by MGVCL staff in the presence of the complainant, it was decided to levy one extra pole to shift wires so that 3 phase 4 wire line supplying other consumers was not disturbed. For this purpose, Rs.6374/ were paid by the complainant to MGVCL. The shifting work was then completed in Dec 2007. However, the complainant complained to this Forum by a belated letter dated 17.7.09 that the shifting work was not done to their satisfaction. The complainant contended that the original pole standing as obstacle was not shifted. This pole embedded the compound wall must be shifted as load bearing wall is to be constructed in place of the compound wall. The complainant expressed his readiness to pay up to Rs.3000/ extra towards laying of additional pole or line.

The Respondent Shri Chavda, DE Chhani S/dn contended that whatever was agreed upon between themselves and complainant was attempted to be done by Dec 2007 subsequent to payment of required charges to meet expenses. The contention of dissatisfaction is now raised after lapse of 21 months, perhaps, building plans of godown interfere with the existing pole. But it was finally agreed to shift the obstructing pole and electric line with some additional payment.

The Forum Members present at the hearing considered contention of both the parties and perused the records. It appears that there was some misunderstanding between MGVCL officers and the complainant in the first plan of shifting of pole and

electric line executed in Dec 2007. The original pole bearing 3 Phase 4 wire line is embedded in the compound wall. This must be shifted if a load bearing wall for a godown is to be constructed in place of compound wall. There is no difficulty now that an alternative plan has been worked out for shifting this pole, using extra pole or line if necessary especially when the complainant has expressed amicably to bear the extra cost upto Rs.3000/-.

In view of the above discussion, the Forum is of the opinion that the existing pole embedded in the compound wall and overhead cable needs to be shifted.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to shift the existing pole embedded in the compound wall and cable to avoid obstruction to the building plan of a godown to the satisfaction of the complainant.

(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.