



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

Shakti Bhawan, IInd Floor, Room No.317, Sector-6, Panchkula

E-mail: uhbvn_forum2006@yahoo.com

Complaint No.	UH/CGRF – 368 of 2010
Date of Institution	13.04.2010
Date of Hearing	20.01.2011
Date of Order	16.02.2011

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

1. Sh. R.K. Jain, Member-I.
2. Sh. D.C. Aggarwal, Member-II.
3. Sh. Raj Roop Jakhar, Member-III.

In the matter of complaint of Sh. Dalip Singh, S/O Sh. Bhagwan Ram, Vill. Lilakheri, Jhajjar regarding metering problem.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Beri.
- (2) SDO, OP Sub-Division, UHBVN, Matanhail.

.....Respondents

Appearance:-

For Complainant:

Sh. Dalip Singh

For the Respondent:

Sh. Vishal, SDO, and Sh. Birender, Comml. Asstt., OP Sub-Division, UHBVN, Matanhail.

ORDER

The complainant Sh. Dalip Singh, S/O Sh. Bhagwan Ram, Vill. Lilakeri, Jhajjar has got an electric connection bearing A/c No. NL-11- 142 under OP Sub-Division, UHBVN, Matanhail and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that he is consumers of the Nigam for last 30 years. His electric meter became defective and stopped working. When he complained to the respondent, he was assured that his meter would be set right but to no avail despite his visiting the office many times. He was billed on average basis which was very much on the higher side against the normal consumption. The complainant has pleaded to get his meter changed and to refund the undue amount charged from him.

The application of the petitioner was received in the office of the Forum on 13.04.10. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 20.04.10 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. Further notice of motion dated 2.06.10, 28.06.10, 4.08.10, 26.08.10 and 5.10.10 were issued.

The respondent submitted the version on 28.10.10 stating that the defaulting amount outstanding was 13100/- against Sh. Dalip Singh who deposited one bill of Rs. 567/- under the Waiver scheme. He did not deposit continuous 10 bill as per the Nigam Instructions. So the consumer is not entitled to any benefit under Waiver scheme. He has further submitted that consumer never gave any application for changing of the meter.

The reply of the respondent was found to be irrelevant and he was given another opportunity to submit the correct and relevant reply but he, again submitted the reply which is irrelevant to the issues raised in the complaint. The Forum observed that the complainant in his application never requested for any benefit under the Waiver Scheme. The reply of the respondent that consumer never applied for change of meter is also an act of evading the matter because it was the duty of the respondent to change the meter or take appropriate action to ensure that meter was working properly and the reading was being taken regularly and consumer billed as

per actual consumption / MMC as applicable. In case the meter was defective, it was duty of the respondent to take action to change the meter at his own level.

Forum considered the facts and observed that -

The respondent is not submitting relevant reply and for this a penalty of Rs. 1000/- is imposed on the respondent to be deposited within seven days from the date of receipt of order by his office. Forum further decided that meter of the consumer should be changed within 15 days and the billing for disputed period be overhauled on the basis of consumption of the new meter during subsequent six months (three billing cycles). The compliance should be reported to the Forum.

The petition is hereby disposed off without any cost on either side. File be consigned to the office record.

The order is issued and signed by the Consumer Grievances Redressal Forum on 16.02.2011.

(Raj Roop Jakhar)
Member-III

(D.C.Aggarwal)
Member-II

(R.K. Jain)
Member-I