



## 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

Fax & Phone No. 0172-2583896

**Complaint No. CGRF-418/10**

To

The Managing Director,  
UHBVN, Panchkula.

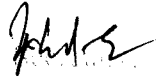
Memo No. Ch-32 /UH/CGRF-418

Dated: 1.4.2011

**Subject: - Order in respect of complaint of Smt. Parmeshwari Devi regarding non release of new DS connection**

Enclosed please find herewith the order issued by Consumer Grievances Redressal Forum in respect of above complaint for its compliance.

DA/As above

  
CGRF, UHBVN,  
Panchkula

CC.

1. Secretary/HERC, Sec-4, Panchkula.
2. CE/OP, UHBVN, Rohtak.
3. SE/ 'OP' Circle UHBVN, Rohtak.
4. SE/Commercial UHBVN, Panchkula.
5. ✓ XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP, S/U Division No.1, UHBVN, Rohtak with a copy of order
7. SDO/OP, S/U, S/Division, UHBVN, Rohtak.
8. Smt. Parmeshwari Devi w/o Sh. Amir Singh, R/o Village Titoli, Rohtak.

For information & further necessary action with respect to order of Forum (copy enclosed).



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|                     |                       |
|---------------------|-----------------------|
| Complaint No.       | UH/CGRF – 418 of 2010 |
| Date of Institution | 12.10.2010            |
| Date of Hearing     | 24.02.2011            |
| Date of Order       | 16.03.2011            |

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 Smt Parmeshawari Devi W/O Sh. Amir Singh,  
Vill. Titoli, Rohtak regarding non-release of agriculture connection.

.....Complainant/Petitioner

Vs

- (1) XEN, Sub-Urban Division No-1, UHBVN, Rohtak.
- (2) SDO, Sub-Urban Sub-Division, UHBVN, Rohtak.

.....Respondents

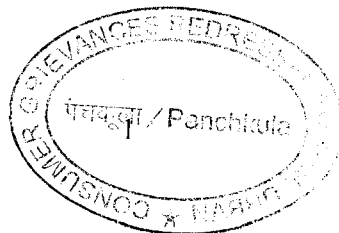
Appearance:-

For Complainant:

Sh. Amir Singh

For the Respondent:

Sh. M.S. Singhroha, SDO, Sub-Urban Sub-Division, UHBVN, Rohtak



**ORDER**

The complainant is Smt Parmeshawari Devi W/O Sh. Amir Singh. Vill. Titoli, and her area falls under the jurisdiction of SDO, Sub-Urban Sub-Division, UHBVN, Rohtak and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that she wanted a DS connection and for that she completed all the formalities. She has made several representations before the respondent but faces zero progress uptill date. The complainant is left with no alternative but to approach this Forum for redressal of her grievance.

The application of the petitioner was received in this office of the Forum on 11.10.10. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 12.10.10, 1.12.10 were issued.

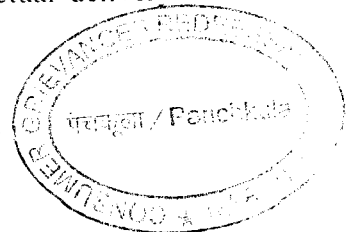
The respondent submitted the version dated 14.12.10 stating that Smt Parmeshawari Devi W/O Sh. Amir Singh, applied for AP connection by depositing ACD and processing charges vide BA-16 No- 304/011820 dated 23.05.07 for Rs. 750/- wrt application No- 35853 –AP. They served demand notice of Rs. 20000/- to the consumer vide memo No- 1409 dt. 27.02.09 but the consumer did not deposit the amount. Again a final demand notice vide Memo No-5424 dt. 22.09.09 was served to the consumer to deposit the amount within 15 days but again she did not deposit the same. Due to not coming forward of the consumer his case has been cancelled as per SC No- 8/2010.

The summons dated 27.12.10 and 24.01.2011 were issued to both the parties to appear before the Forum. During hearing proceedings it was observed that it was a case of Tubewell connection and not the DS connection as indicated in the complaint. It was observed that the address on the Demand Notice is Parmeshwari W/o Amir Singh Vill Titoli whereas the address of the consumer as per the A&A Form is Parmeshwari Devi W/o Amir Singh Vill Titoli Pana-8. So the address of the complainant on the Demand Notice was not fully matching the address in the A&A Form and the same was not likely to be delivered. Opportunity was given to the respondent during hearing on 20.01.11 to provide proof of actual delivery of the

*Amir*

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Demand Notice. However they could not produce the same. Even during next date of proceedings on 24.02.11 during arguments the respondents could not furnish the evidence to prove that the Demand Notice dated 27.02.09 or the reminder dated 22.09.09 were actually delivered to the complainant.


Forum considered the facts and observed that the respondent have not taken due care to ensure that Demand Notice dated 27.02.09 was actually issued to a correct address and have failed to submit evidence for delivery of same to the complainant. The Forum therefore decides that the respondent SDO, Sub-Urban Sub-Division, UHBVN, Rohtak shall ensure that copy of the original Demand Notice is delivered to the complainant by calling him in his office and the complainant shall deposit the amount due within 15 days of its receipt by him. Thereafter the connection shall be released as per the original seniority wrt his application dated 23.05.07.

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 16.03.2011.**

  
(Raj Roop Jakhar)  
Member-III

  
(D.C. Aggarwal)  
Member-II

  
(R.K. Jain)  
Member-I

