



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbvsn_forum2006@yahoo.com

Complaint No. CGRF-419/10

To

The Managing Director,
UHBVN, Panchkula.


Memo No. Ch- 18 /UH/CGRF-419

Dated: 28/2/2011

Subject: - Order in respect of complaint of Sh. Ram Singh regarding metering problem.

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

DA/As above


Secretary,
CGRF, UHBVN,
Panchkula

CC.

1. Secretary/HERC, Sec-4, Panchkula.
2. CE/OP, UHBVN, Rohtak.
3. SE/ 'OP' Circle UHBVN, Jhajjar.
4. SE/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Beri with a copy of order.
7. SDO/OP, S/Division, UHBVN, Matanhail.
8. Sh. Ram Singh S/o Sh. Badlu Ram, R/o Village Ladain, Distt. Jhajjar.

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



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 – 419 of 2010
Date of Institution	12.10. 2010
Date of Hearing	20.01.2011
Date of Order	17.02.2011

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. Ram Singh S/O Sh Badlu Ram Village Ladain regarding metering problem.

.....Complainant/Petitioner

Vs

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

.....Respondents

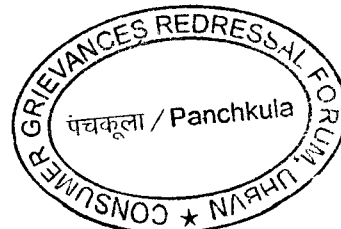
Appearance:-

For Complainant:

None

For the Respondent:

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



ORDER

The complainant Sh. Ram Singh S/O Sh Badlu Ram Village Ladain has got an electric connection bearing A/c No. LA- 11 / 0224 F- N under Op Sub-Division, UHBVN, Matanhail and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that his meter became defective for the last two years which he complained to Matanhail Sub-Division many times. However, the standard reply given was that this time his meter would be set right. But till date nothing has been done. He is using only one fan and one bulb but the deptt. is issuing bill on average basis which is on higher side and being poor man he is unable to pay the bill. He has requested the Forum for replacement of meter and correction of his bills.

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 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. Further notice of motion dated 8.11.10 and 1.12.10 were issued.

The respondent submitted the version stating that the consumer meter is defective since January 2007. He has not submitted any application regarding his meter to the respondent. Consumer has not paid any energy bill since 2007 uptill date. Now he is defaulter of Rs. 37,702/-. If he completes the formalities his meter will be replaced and energy bill would be rectified. Summon dated 27.12.10 for appearing before the Forum on 20.01.2011 was issued to both the parties. However on the date of hearing on 20.01.2011 the complainant absented himself when the respondent corroborated his earlier stand given in the version.

Forum considered the facts and observed that the consumer should supply the new meter to the respondent and complete other requisite formalities for installation of new meter. The respondent then shall overhaul the bills for the disputed period on the basis of consumption of next six months of the new meter.

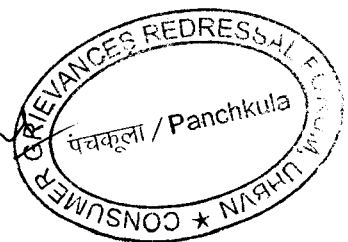
Compliance shall be reported to the Forum immediately thereafter.

Amj

Aho

2


[Signature]




The petition is hereby disposed of 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 17.02.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

