



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-425/10

To

The Managing Director,
UHBVN, Panchkula.


Memo No. Ch- *16* /UH/CGRF-425

Dated: *28. 2. 2011*

Subject: - Order in respect of complaint of Sh. Janak Raj Kapoor regarding billing 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, Panchkula.
3. SE/ 'OP' Circle UHBVN, Karnal.
4. SE/Commercial UHBVN, Panchkula.
5. ✓ XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP City Division, UHBVN, Karnal with a copy of order.
7. SDO/OP, City S/Division, UHBVN, Karnal.
8. Sh. Janak Raj Kapoor R/o H. No. 815 W No. 8, Opposite Shanti Bhawan, Sadar Bazar, Karnal.

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



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Complaint No.	UH/CGRF – 425 of 2010
Date of Institution	20.10.2010
Date of Hearing	7.01.2011
Date of Order	14.02.2011

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. Janak Raj Kapoor R/o HNo- 815 , sadar Bazar, Karnal regarding non extending rebate on Solar Water Heater.

.....Complainant/Petitioner

Vs

- (1) XEN, City Division, UHBVN, Karnal.
- (2) SDO, City Sub-Division, UHBVN, Karnal.

.....Respondents

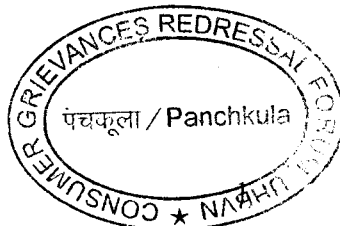
Appearance:-

For Complainant:

None.

For the Respondent:

SDO . City Sub-Division, UHBVN, Karnal.



ORDER

The complainant Sh. Janak Raj Kapoor R/o HNo- 815 , Ward No- VIII, Sadar Bazar, Karnal has got an electric connection bearing A/c No. LC- 17 / 0655-P under City Sub-Division, UHBVN, Karnal and the Forum have the jurisdiction to try this suit. The complaint is regarding non extending rebate on Solar Water Heater.

It has been pleaded by the complainant that the Chief Minister, Haryana in his speech and through TV messages announced the SWH scheme. The Haryana Government also advertised in the newspapers that users of the SWHs would be given incentives and rebate in the electricity bills. Influenced by all this he purchased a SWH and got it installed on the roof of his house in November / December 2009. On 10.12.2009 he submitted the case file in the office of the ADC-cum-Chief Project Officer, Karnal, who on 2.2.2010 got the physical verification of SWH done, tested its actual functioning and verified his eligibility for the incentive. He was given a Cheque of Rs. 4000/- on behalf of the government. But the UHBVN has not allowed him the rebate which is @ Rs. 100/- pm for 3 years and the amount comes to Rs. 3600/-.

The application of the petitioner was received in this office of the Forum on 20.10.10. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 25.10.10 was issued to the complainant to submit the affidavit and the respondent XEN to submit version alongwith the affidavit. Further notice of motion dated 22.11.10 was issued and the Respondent i.e. XEN 'OP' City Division, UHBVN, Karnal directing him to submit the version.

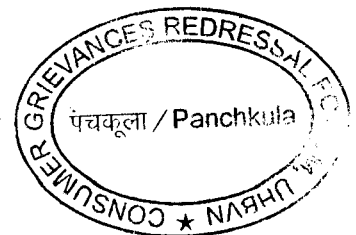
The respondent i.e. XEN 'OP' City Division, UHBVN, Karnal submitted the version dated 7.12.10 stating that the rebate could not be given due to inadvertence and clerical mistake as the wrong account No- was mentioned. The sanction letter was sent to another office of the Nigam. The intimation for sanction of benefit was received by his office on 6.12.10 and rebate of Rs. 1000/- for ten months from 12/2009 to 9/2010 has been given. Further rebate will also be given to the consumer in the subsequent bills. The complainant through his written statement

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
dated 15.12.10 has confirmed that UHBVN has now allowed the rebate though at a belated stage and this case is now fit to be filed as having been settled. He has specifically requested to close the case.


Forum considered the facts and observed that -

The benefit has been extended to the consumer and his grievance stands settled. The petition is therefore 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 14.02.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

