



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbv_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-448/10

To

The Managing Director,
UHBVN, Panchkula.


Memo No. Ch- 21 /UH/CGRF-448

Dated: 9. 3. 2011

Subject: - Order in respect of complaint of Sh. Dharam Pal Phogat regarding non installation of electricity meter.

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, Sonipat.
4. SE/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP City Division, UHBVN, Sonipat with a copy of order.
7. SDO/OP, S/Division, Model Town, UHBVN, Sonipat.
8. Sh. Dharam Pal Phogat, R/o H. No. 251-P, Sector-15, Sonipat.

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



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Complaint No.	UH/CGRF – 448 of 2010
Date of Institution	27.12.2010
Date of Hearing	24.02.2011
Date of Order	7.03.2011

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 Sh. Dharam Pal Phogat, HNo- 251- P, Sector-15, Sonapat regarding metering problem.

.....Complainant/Petitioner

Vs

- (1) XEN , City Division, UHBVN, Sonapat.
- (2) SDO, Model Town Sub-Division, UHBVN, Sonapat.

.....Respondents

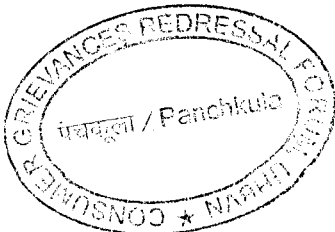
Appearance:-

For Complainant:

None

For the Respondent:

Sh. Jogender Singh, Model Town Sub-Division, UHBVN, Sonapat.



ORDER

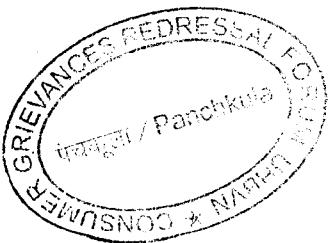
The complainant Sh.Dharam Pal Phogat, HNo- 251- P, Sector-15, Sonapat has got an electric connection bearing A/c No. OP-11-0030 and OP – 11- 0958 - L under Model Town Sub-Division, UHBVN, Sonapat. and the Forum have the jurisdiction to try this suit. It has been pleaded by the complainant that SDO is not cooperating with him. He has lodged application on 17.5.10 regarding burnt meter on pole No- 161. He has deposited new meter and despite that meter has been tested and approved Karnal Lab no one has installed the same. He had approached the SDO three four times in November and December 2010. On 16.12.10 he requested the SDO to install the meter but SDO misbehaved and demanded Rs. 3000/- near about 15.35 hrs in the office in sector-14. The consumer has requested the Forum to intimate him the yardstick of the time frame to install new meter and to take stern action against the corrupt SDO to protect UHBVN.

The application of the petitioner was received in this office of the Forum on 27.12.10. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 27.12.10 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. Further notice of motion dated 14.01.2011 was issued.

The respondent submitted the version dated 9.2.11 stating that the allegation leveled by the complainant shows his frustration and nothing else. The installation of meter takes time as the same is checked and tested in the Lab. Both meter bearing a/c No- OP-30 and OP-958 have been installed at the premises of the consumer. So this may not be considered a lapse. It is human tendency that if the work is not done within time the allegation of bribe is occasionally leveled. The complainant has informed the S.P. Anti-Corruption, Sonapat. The raid could have been arranged but so far nothing happened. So the complaint is false.

The Forum considered the facts and observed that –

- 1 The consumer has not submitted the requisite affidavit despite reminders which would have contained allegation of demand of illegal gratification. On the other hand he has made a written statement before the Police Chowki,



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[Signature]

Complaint No. 448 of 2010

Civil Lines Sonepat on 22.2.2011 that his both meters have been replaced and he does not intend to pursue the matter with the Police.

- 2 Both the meters of the complainant have been installed so the grievance of the consumer is presumed to have been addressed.

Since the consumer has not attended the Forum even once during the course of proceedings, it is presumed that he is satisfied. The Forum therefore decides to dispose off the complaint 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 7.03.2011.



(Raj Roop Jakhar)
Member-III



(D.C. Aggarwal)
Member-II



(R.K. Jain)
Member-I

