



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-456/11

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 30 /UH/CGRF-456

Dated: 30.5.2011

Subject: - Order in respect of complaint of Sh. Hawa Singh regarding voltage 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 S/U Division No.2, UHBVN, Karnal with a copy of order.
7. SDO/OP, S/Division, UHBVN, Jundla
8. Sh. Hawa Singh S/o Late Sh. Sardara Singh, R/o Flat. No. 55, Swastik Kunj, Sector-13, Rohini, Delhi-110085.

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



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Complaint No.	UH/CGRF - 456 of 2010
Date of Institution	27.01.2011
Date of Hearing	18.05.2011
Date of Order	23.05.2011

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. Hawa Singh, Flat No- 55, Swastik Kunj,
Sector-13, Rohini, Delhi regarding supply of proper voltage.

.....Complainant/Petitioner

Vs

- (1) XEN, Sub-Urban Division No-2, UHBVN, Karnal.
- (2) SDO, Op Sub-Division, UHBVN, Jundla.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Sh. Pardeep Kumar, SDO, Op Sub-Division, UHBVN, Jundla.



ORDER

The complainant Sh. Hawa Singh, Flat No- 55, Swastik Kunj, Sector-13, Rohini, Delhi has connection bearing A/c No. UJ - 14-0498-F under Op Sub-Division, UHBVN, Jundla and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that no proper supply of voltage is being provided to run his tubewell against the sanctioned load of 1.7 KW. Comml. Asstt and SDO Jundla appeared before the Forum and assured him that they will make alternate arrangements to ensure proper supply. Later on when the supply became disturbed, he met the SDO and the XEn who showed their inability to provide the proper voltage as the residents put 'kundi' and steal electricity from the line. For connecting the line with 11 KV line they told that 6.3 KVA TF would be put up at his cost estimating Rs. 35000/-. An estimate of Rs. 98762/- was handed over to him as part payment. He objected the length. Later on another estimate of Rs. 64028/- was given to him to deposit the part payment. He deposited the same. The Nigam is duty bound to provide suitable voltage at sanctioned load.

The application of the petitioner was received in this office of the Forum on 12.01.11. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 10.2.11, 17.2.11, 9.3.11 were issued.

The respondent submitted the version on 18.3.11 stating that the connection had been checked which is sufficient to run a single phase motor. The deposit estimate was framed but the consumer claimed for work to be completed under self execution scheme for which he asked to review the estimate again. Amount of revised estimate Rs. 64028/- was deposited by the consumer on 17.12.10. Now it was consumer responsibility to get the work done through approved contractor.

The Summons were issued for hearing on 6.4.11 and 20.4.11 when the respondent SDO assured that the Transformer would be shifted near the consumer premises by 11.5.11 as per the plan layout discussed and agreed to by the complainant before the Forum. Further summons were issued for hearing on 18.5.11 when the complainant did not attend and the respondent SDO confirmed in writing



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that the work was in progress and will be completed by 2.6.11. Keeping in view the progress of work done, it was expected that the respondent shall complete the work upto committed date and decided to close the case. However, the SDO shall report compliance to the Forum by 2.6.11.

The Forum considered the facts and decided to dispose 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 23.05.2011.


(Raj Roop/Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

