



CONSUMER GRIEVANCES REDRESSAL FORUM
Uttar Haryana Bijli Vitran Nigam
Room No.317, IInd Floor, Shakti Bhawan, Sector-6, Panchkula
E-mail: uhbv_n_forum2006@yahoo.com

Complaint No. UH/CGRF – 460 of 2011
Date of Institution 15.2.2011
Date of Hearing 2.06.2011
Date of Order 9.06.2011

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. Daljit Singh, 41, Model Town, Ambala City regarding metering problem.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Jagdish Singh, ALM, o/o SDO, Model Town Sub-Division, UHBVN,
Ambala City.



ORDER

The complainant Sh. Daljit Singh, 41, Model Town, Ambala City has got an electric connection bearing A/c No. A-3- 1315/2123 under Model Town Sub-Division, UHBVN, Ambala City and the Forum has the jurisdiction to try this suit.

It has been pleaded by the complainant that his electric meter was installed about ten years back. Not even once the defect as alleged was communicated in the old bills showing actual meter readings. No staff member visited his residence to check the meter. He has not been provided any report showing meter defective / burnt. He is not a technical person and a senior citizen. The deptt. is free to change the meter. As per his knowledge the meter is properly sealed and is in running condition. The ACs in summer months may be the reason for variation in consumption. He is prepared to pay the necessary amount for replacement of the meter. He has prayed before the Forum to enquire about the defective meter as alleged besides providing him the report if any at the site made by the staff. Also order be issued for billing on actual meter reading basis and state of meter as certified by the complainant is OK. The billing on average basis would be injustice to him.

The application of the complainant dated 5.2.11 was received in the office of the Forum on 14.2.11. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 17.2.11 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. Further notice of motion dated 9.3.11 and 25.3.11 were issued.

The respondent XEn submitted the version dated 21.3.11 which was received on 13.4.11 stating that the consumer is being supplied through electromechanical meter instead of electronic meter. For the purpose of changing the meter a notice was necessary to be served to the consumer. Therefore, vide memo no- 275/MT-meter dated 31.1.11, notice was served to the consumer regarding change of meter and also requesting him to provide his own meter within seven days. However, it was inadvertently indicated in the notice that the meter is defective / burnt. But in fact the



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old electro-mechanical meter was functioning in the premises of the complainant whereas electronic meter should have been installed.

In his supplementary application dated 9.5.11 the complainant has brought out that after his complaint dated 5.2.11 to the Forum, two officials of UHBVN visited his house and found no irregularity. One official visited on 21.3.11 who also found no irregularity. The memo No- 275/MT-meter dated 31.1.11 must be withdrawn as neither the meter is defective nor burnt. When the meters were changed in mass why his meter was not changed? All the meters were changed by the deptt. why this discrimination? He is being asked to get the new meter from his own pocket. He has again requested to install new meter and charge meter rent as more than 90 % meters are installed by the dept. and rent is being charged. He is grieved to point out that Model Town sub-division is not admitting the complaint rather the onus is being put on him for which he has moved the application.

The Summons were issued to both the parties for hearing on 18.5.11 and 2.6.11. The complainant did not appear on any of the occasions.

Forum considered the facts and observed that the change of meter from electromechanical to electronic meter is a policy matter applicable to all the consumers and is therefore responsibility of the Nigam. As per the reply of the respondent the present meter of the consumer is functioning OK.

The Forum therefore directs the respondents that-

- 1 The electronic meter be arranged from the Nigam stores and installed by the respondent within fifteen days from the date of issue of this order.
- 2 The billing be done to the consumer on the basis of actual consumption / MMC basis as per the instruction of the Nigam instead of on average basis. The amount if any billed in excess should be withdrawn.

The compliance of above orders be reported to the Forum within one month of issue of this order.

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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 9.06.2011.


(Raj Roop Takhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

