



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-499/11

To

The Managing Director,
UHBVN, Panchkula.


Memo No. Ch- 21 /UH/CGRF-499

Dated: 2.12.2011

Subject: - Order in respect of complaint of Sh. Suraj Bhan regarding waiver of electricity bill and allocation of 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, 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. Suraj Bhan S/o Late Lok Ram, R/o Village Humayupur, Tehsil & Distt. Jhajjar.

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

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Complaint No.	UH/CGRF - 499 of 2011
Date of Institution	28.06.2011
Date of Hearing	19.10.2011
Date of Order	21.10.2011

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. Suraj Bhan S/O Late Sh. Lok Ram r/o Vill Hamayupur, Tehsil & Distt Jhajjar regarding waiver of dues and release of connection.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

Sh. Suraj Bhan

For the Respondent:

Sh. Sunil Kumar, SDO, Op Sub-Division, UHBVN, Matanhail.



ORDER

The complainant Sh. Suraj Bhan S/O Late Sh. Lok Ram is resident of village Hamayupur, Tehsil & Distt Jhajjar. He had an electric connection No- HP-1-69. His area falls under the jurisdiction of SDO, Op Sub-Division, UHBVN, Matanhail and the Forum have the jurisdiction to try this complaint.

It has been pleaded by the complainant that he had an electric connection since 1984. In 1990 he left the village for earnings and informed the sub-division. His meter was removed saying that it was burnt. This happened some where during 1996 about 14 years back. He was continued to be billed on average basis but he could not deposit the amounts due to financial constraints. At the time of disconnection the reading was 105 units. He has pleaded before the Forum that the billed amount may be waived off and he may be given another meter.

The application of the petitioner was received in this office of the Forum on 22.6.11. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 28.6.11 was issued to both the parties. The respondent was asked to submit the version. Further notice of motion dated 22.7.11 was issued directing the respondents to submit the version latest by 9.8.11 supported by affidavit.

The respondent submitted the version under an affidavit dated 8.8.11 stating that the connection has been disconnected due to default of Rs. 46701/-. The complainant never gave any intimation to the sub-division as stated in the complaint.

Summon were issued to both the parties for hearing on 25.8.11, 21.9.11 and 19.10.11. The respondent SDO corroborated his earlier stand given in the version. On 19.10.11, during arguments the complainant stated that he is ready to make payment of the amount due in three installments to which the respondent also agreed. The respondent also agreed that they would release the connection of the connection of the complainant after receipt of payment of one installment and would also monitor the recovery of balance two installments along with current billing charges.

The Forum considered the facts and evidence on record and decides that the complainant should pay the outstanding amount as due and payable to the respondent

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Nigam. He shall deposit the defaulting amount in three installments and after the receipt of payment of first installment the connection should be restored. However, in case of default in payment of second or third installment the respondents shall have right to disconnect the supply as per the Nigam procedure.

The petition is hereby disposed of without any cost on either side. File be consigned to the office record.

The order is signed and issued by the Consumer Grievances Redressal Forum on 21.10.2001.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

