



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-514/11

To

The Managing Director,
UHBVN. Panchkula.


Memo No. Ch- 17 /UH/CGRF-514

Dated: 24/10/2011

Subject: - Order in respect of complaint of Smt. Santosh Kumari regarding metering 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, Rohtak.
3. SE/ 'OP' Circle UHBVN, Jind.
4. SE/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Jind with a copy of order.
7. SDO/OP, S/U S/Division No.1, UHBVN, Jind.
8. Smt. Santosh Kumari w/o Sh. Shivji Lal, R/o H. No. 371/5, Gandhi Nagar, Jind.

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



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Complaint No.	UH/CGRF - 514 of 2011
Date of Institution	25.07.2011
Date of Hearing	21.09.2011
Date of Order	26.09.2011

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 Smt Santosh Kumari, W/O Sh. Shivji Lal Jindal,
R/o HNo- 371/5, Gandhi Nagar, Jind regarding non-changing of meter

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Sh. Dinesh Kumar, SDO, City Sub-Division, UHBVN, Jind



ORDER

The complainant Smt. Santosh Kumari, W/O Sh. Shivji Lal, R/o HNo- 371/5, Gandhi Nagar, Jind has got an electric connection bearing A/c No- GG- 11/0818 H-T under City Sub-Division, UHBVN, Jind and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that she made a request for change of her electricity meter because the meter installed on the pole was not working and not giving correct and proper reading. But meter has not been replaced. The complainant has pleaded before the Forum that the meter may be replaced at the earliest.

The application of the petitioner was received in this office of the Forum on 22.7.11. The Forum considered the facts and found the petition feasible of acceptance. Accordingly notice of motion dated 26.7.11 was issued to the respondents to submit their version and asking the complainant to submit affidavit. Another notice of motion was issued on 17.8.11 asking the respondents to submit the version.

Respondent SDO submitted undated version dated 6.9.11 stating that the meter of the consumer was found dead and it has been replaced. Now there was no grievance of the consumer. The SDO also supplied a copy of the affirmation of the consumer regarding satisfaction over replacement of meter.

The Summons were issued to both the parties for hearing on 21.9.11 when the complainant was absent but the respondent SDO attended. The SDO submitted original copy of the confirmation from complainant regarding settling of his grievance.

The Forum after due deliberation observed that the grievance of the complainant had been addressed so no action was required in the matter. The Forum, therefore decided that the complaint be disposed off 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 26.09.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

