



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

Shakti Bhawan, 2nd Floor, Room No. 317, Sector-6, Panchkula

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-663/13

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 31 /UH/CGRF-663

Dated: 31.5.13

Subject: - Order in respect of complaint of Smt. Raj Bala regarding demand of gratification / bribe by the respondents and illegal removal of meter and wire.

Enclosed please find herewith the order issued by Consumer Grievances Redressal Forum in respect of above complaint for its compliance.

DA/As above


Member-1,
CGRF, UHBVN,
Panchkula

CC.

1. Secretary/HERC, Sec-4, Panchkula.
2. CE/OP, UHBVN, ~~Panchkula~~ Rohtak
3. CGM/Commercial UHBVN, Panchkula.
4. SE/OP, Circle, UHBVN, Rohtak.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Rohtak with a copy of order.
7. SDO, Op Sub-Division No.1, UHBVN, Rohtak.
8. Smt. Raj Bala w/o Sh. Dharam Pal, R/o H. No. 111, Asthal Bohar, Near Omax City, Delhi Road, Rohtak.

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



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Complaint No. UH/CGRF – 663 of 2013
Date of Institution 20.11.2013
Date of Hearing 24.05.2013
Date of Order 31.05.2013

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

1. Sh. Rajbir Singh, Member-I.
2. Sh. Anurag Nanchahal, Member-II.

In the matter of complaint of Smt. Raj Bala W/o Sh. Dharam Pal, R/o H. No. 111, Asthal Bohar, Near Omax City, Delhi Road, Rohtak regarding demand of gratification / bribe by the respondents and illegal removal of meter and wire.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Rohtak.
- (2) SDO, Op Sub-Division No. 1, UHBVN, Rohtak.

.....Respondents

Appearance:-

For Complainant:

Sh. Dharam Pal

For the Respondent:

Sh. Sandeep Bhardwaj, SDO/OP, Sub-Division No. 1, UHBVN, Rohtak.



ORDER

The complainant Smt. Raj Bala w/o Sh. Dharam Pal, R/o Delhi Road, Near Omax City, Rohtak regarding demand of gratification / bribe by the respondent and illegal removal of meter and wire and the Forum has the jurisdiction to listen to the complaint.

It has been pleaded by the complainant that her electric meter was checked by team of the Nigam which was found OK. When everything was found in order the respondents demanded bribe for the complainant and when refused she was rebuked and insulted. The respondents gave checking report on allegation of suspected theft and the meter and wire was removed illegally. The complainant has been requesting the respondent to rectify the mistake of joining the naked wire as a result of demolition of the shop owned by her son but to no effect. It has been further pleaded that the respondents had sent an illegal electric bill for an amount of Rs. 3369/- dated 24.9.12.

The complaint was received in this office of the Forum on 20.11.12. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 30.11.12 was issued to both the parties intimating admission of her complaint for further proceedings and asking respondent to submit version.

Summons were issued to both the parties for hearing on 21.1.13 followed by subsequent hearings on 13.2.2013, 1.3.13, 29.3.13, 18.4.13, & 24.5.13. The respondent SDO and the complainant were present.

The respondent has stated in his version that the grievance of the complainant as regards to account no. AB-540 has been resolved and account has been closed and set right to the satisfaction of the complainant. The meter of the consumer was removed on suspected case of theft of energy but theft couldn't be proved. A Nigam's meter was installed instead of the meter originally installed in the consumer premises and meter rent @ Rs. 40/- per month was charged from the consumer from 12/2012 to 06/2013 which shall be adjusted in the consumer accounts and advise will be sent to the computer cell not to charge meter rent in future.

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The Forum after considering the above facts decides to dispose off the case as no further action is required to be taken as the grievance of the complainant has been redressed by the respondent.

The complaint is disposed off without any cost on either side. File be consigned to the office record.

The order is signed by the Consumer Grievances Redressal Forum on 31.05.2013.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

