



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-670/12

To

The Managing Director,
UHBVN, Panchkula.


Memo No. Ch- 18 /UH/CGRF-670

Dated: 12/2/2013

Subject: - Order in respect of complaint of Sh. Balwant Singh, Ex-Serviceman regarding non-release of tubewell connection.

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, Yamuna Nagar.
4. SE/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Sub-Urban Division, UHBVN, Jagadhari with a copy of order.
7. SDO/OP, Sub-Division, UHBVN, Bilaspur, Yamuna Nagar.
8. Sh. Balwant Singh, Ex-Sarpanch S/o Sh. Diwan Singh, R/o Village & PO Mandhar, Tehsil Jagadhari, Yamuna Nagar.

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



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Complaint No.	UH/CGRF – 670 of 2012
Date of Institution	28.12.2012
Date of Hearing	29.01.2013
Date of Order	12.02.2013

Before the Consumer Grievances Redressal Forum, UHBMN.

Present:-

1. Sh. Rajbir Singh, Member-I.
2. Sh. D.C. Aggarwal, Member-II.

In the matter of complaint of Sh. Balwant Singh, Ex-Serviceman r/o VPO Mandhar, Tehsil Jagadhari, Yamunanagar regarding non-release of tubewell connection.

.....Complainant

Vs

- (1) XEN, Sub-Urban Division, UHBMN, Jagadhari.
- (2) SDO, Op Sub-Division, UHBMN, Bilaspur.

.....Respondents

Appearance:-

For Complainant:

Sh. Balwant Singh

For the Respondent:

Sh. Pardeep Kumar, SDO, Op Sub-Division, UHBMN, Bilaspur.



ORDER

The complainant Sh. Balwant Singh, Ex-Serviceman is r/o VPO Mandhar, Tehsil Jagadhari, Yamunanagar. His area falls under the jurisdiction of Sub-Urban Sub-Division, UHBVN, Jagadhari and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that he deposited security for tubewell connection on 23.7.07. After receipt of Demand Notice, he deposited Rs. 20000/- on 5.2.09. Further Rs. 36350/- were got deposited from him which was excess. But his connection has not been released till date. He has pleaded that connection may be released and excess amount got deposited be refunded.

The application of the petitioner was received in this office of the Forum on 24.12.2012. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 28.12.12 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

The respondent did not submit reply in time so Summons were issued for hearing on 9.1.2013. Both the parties attended but the SDO was still not carrying the reply. The complainant pleaded his case contesting that he was not given Demand Notice in time and was not given seniority of ex-serviceman. The SDO admitted this fact. The SDO replied tenders had been issued and during execution of the tender the connection of the complainant shall be released. He made this reply on the spot in writing also but he did not reply for the excess amount of Rs. 36350/- got deposited from the complainant.

Considering the request of the complainant and merits and admittance of the respondent SDO the Forum passed Interim Order on 9.1.2013 deciding that the connection should be released to the complainant within next seven days. The SDO was conveyed the decision and he was asked to ensure the implementation of directions of the Forum. He assured that connection will be released within seven days. It was further decided that the SDO shall submit reply to the contest of the complainant regarding deposit of Rs. 36350/-.

AWD



The next date for hearing was fixed for 29.01.2013. On this date both the parties attended and the SDO submitted that contract for release of connection has been awarded. The seniority of the complainant was at SNo- 43 and the connection shall be released shortly. He also gave in writing that Rs. 36350/- shall be paid back.

The Forum observed that SDO did not and was not willing to implement the decision give under Interim Order dated 9.1.13 and is still waiting for contractor work to start. This is defiance of order of the decision of the Forum because the connection was to be released by making extra arrangement from Nigam sources.

The plea of the SDO was heard and the Forum decided that the decisions of the Forum should be implemented in all respect with next 15 days.

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

The order is signed by the Consumer Grievances Redressal Forum on 05.02.2013.

The compliance of the order be informed to the Forum with fifteen days from the date of receipt of the Order.


(D.C. Aggarwal)
Member-II


(Rajbir Singh)
Member-I

