



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbv_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-697/13

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 29 /UH/CGRF-697

Dated: 2. 7. 13

Subject: - Order in respect of complaint of Sh. Gajjan Singh regarding wrong billing of 7.5 BHP connection motor instead of 3 BHP connection.

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

DA/As above


Member-I,
CGRF, UHBVN,
Panchkula

CC.

1. Secretary/HERC, Sec-4, Panchkula.
2. CE/OP, UHBVN, Rohtak.
3. CGM/Commercial UHBVN, Panchkula.
4. SE/OP, Circle, UHBVN, Jind.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Safidon with a copy of order.
7. SDO/OP, Sub-Division, UHBVN, Pillu Khera.
8. Sh. Gajjan Singh S/o Sh. Chanan Singh, R/o Village & PO Dhatrath, Jind.

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

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

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Complaint No.	UH/CGRF – 697 of 2013
Date of Institution	16.01.2013
Date of Hearing	13.06.2013
Date of Order	18.06.2013

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 Sh. Gajjan Singh s/o Sh. Chanan Singh, R/o Village Dhadrath, Jind regarding wrong billing of 7.5 BHP connection motor instead of 3 BHP connection.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Safidon.
- (2) SDO, Sub-Division, UHBVN, Pillu Khera.

.....Respondents

Appearance:-

For Complainant:

Sh. Gajjan Singh.

For the Respondent:

Sh. Ashok Kumar, SDO/OP, Sub-Division, UHBVN, Pillu Khera



ORDER

The complainant Sh. Gajjan Singh s/o Sh. Chanan Singh, R/o Village Dhadrath, Jind has pleaded regarding wrong billing of 7.5 BHP connection motor instead of 3 BHP connection and the Forum has the jurisdiction to listen to the complaint.

It has been pleaded by the complainant that he is having 3 BHP connection motor but bill has been raised for 7.5 BHP connection which has also not been used for the last 4 years as the water level has become very low. He has not got the connection disconnected apprehending the problem might face while obtaining submersible tubewell connection. The raising of the bill for 7.5 BHP connection is not justified. The ALM/LM after their site visit had reported that no motor was found at site and the tubewell was also full to its capacity and that tubewell was not in a working condition.

The complaint was received in this office of the Forum on 16.01.13. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 05.02.13 was issued to both the parties intimating admission of his complaint for further proceedings and asking respondent to submit version.

Summon were issued to both the parties for hearing on 01.03.13 and subsequent hearings on 29.03.13, 18.04.13, 24.05.13 and 13.06.13. The complainant and respondent SDO were present.

The respondent has stated in his version that the connection of the complainant was checked by JE on 23.9.2010 and his motor was found to be of 7.5 BHP connected load instead of 3 BHP for which he was penalized with penalty of Rs. 18400/- on account of unauthorized load. The complainant again applied for load checking after 8 months and the JE in his report intimated that no motor was found at the site.

The Forum asked the respondents to produce copy of LL1 vide which the load was found in excess by 07.06.13 alongwith the version supported by affidavit on 13.06.13 but the same has not been submitted till date. In view of above facts the Forum directs the respondent to set aside the penalty and the connected load be considered as 3 BHP for all intent and purposes from the date of charging to till date.

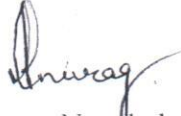
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Complaint No. 697 of 2013

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 18.06.2013.



(Anurag Nandhahal)
Member-II



(Rajbir Singh)
Member-I

