



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-701/13

To

The Managing Director,
UHBVN. Panchkula.


Memo No. Ch- 16 /UH/CGRF-701

Dated: 29. 3. 13

Subject: - Order in respect of complaint of Sh. Dhananjay Kumar Gupta regarding delay in collection of electricity bills.

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. CGM/Commercial, UHBVN, Panchkula
4. SE/ 'OP' Circle UHBVN, Ambala.
6. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
7. XEN/OP Division, UHBVN, Panchkula with a copy of order.
8. SDO/OP, Sub-Urban S/Division, UHBVN, Panchkula.
9. Sh. Dhananjay Kumar Gupta, R/o H. No. 1562-B, FF, Sector-4, Panchkula.

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



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Complaint No. UH/CGRF – 701 of 2013
Date of Institution 07.02.2013
Date of Hearing 14.03.2013
Date of Order 19.03.2013

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

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

In the matter of complaint of Sh. Dhanajay Kumar Gupta r/o HNo- 1562-B,
FF sector-4, Panchkula regarding delay in collection of electricity bills.

.....Complainant/Petitioner

Vs

- (1) XEN, OP Division, UHBVN, Panchkula.
- (2) SDO, Sub-Urban Sub-Division, UHBVN, Panchkula.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Sh. B.S. Dhanda, XEN, OP Division and Sh. Pawan Vhikara, SDO, Sub-Urban Sub-Division, UHBVN, Panchkula.



ORDER

The complainant Sh. Dhanajay Kumar Gupta r/o HNo- 1562-B, FF sector-4, Panchkula is reported to have got an electric connection Sub-Urban Sub-Division, UHBVN, Panchkula and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that the officials reach the Cash Collection centre near Amartex chowk late. The timings fixed is 9.0 am whereas the official reaches there after 9.15 am, 9.30 am. He always reaches there at 8.45 am and due to late arrival of the officials he gets late for the office. The officials responded in odd manner. He contacted the AEE on mobile No- 9316065978 who replied that the cashier might be just reaching, late to ho hi jaate hain, aa jayega 9.15 – 9.30 tak he also contacted the XEN on mobile No- 9316065971 who replied in the same manner as AEE. The complainant has requested that stern punishment be given to the officials otherwise he would approach the Electricity Ombudsman.

The application of the petitioner was received in this office of the Forum on 5.2.13. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 8.2.13 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

The complainant did not submit affidavit. Since the respondent did not submit version in time, the matter was taken up for hearing and Summons were issued for hearing on 26.2.13 and 14.3.13.

The respondent SDO submitted version dated 14.3.13 stating that as per Nigam instructions the Cash Counter opens at 9.00 am. However, the complainant never contacted him on his telephone.

The Forum considered the facts and observed and decides that

1. There has been delay on the part of official to start functioning of the Cash Collection Centre. The respondents therefore take administrative action against the delinquent officials and ensure that there are no further delays in future.

Amo



2. The complainant neither submitted requisite affidavit nor appeared on any of the dates of hearing. So a cost of Rs. 500/- is imposed on him which he should deposit with the office of the respondent within 15 days. In case of failure the respondent SDO may add this amount in his electricity bill.

The petition is hereby disposed of. File be consigned to the office record.

The order is signed by the Consumer Grievances Redressal Forum on 19.03.2013.


(D.C. Aggarwal)
Member-II


(Rajbir Singh)
Member-I

