



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-706/13

To

The CMD,
UHBVN. Panchkula.

Memo No. Ch- 15/UH/CGRF-706

Dated: 14/05/13

Subject: - Order in respect of complaint of Sh. Hoshyar Singh.

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. SE/ 'OP' Circle UHBVN, Rohtak.
4. CGM/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/S/U, Sub Division No.1, UHBVN, Rohtak with a copy of order.
7. SDO/S/U, Sub-Divn, UHBVN, Rohtak.
8. Sh.Hoshyar Singh R/o Village Baland, Rohtak,
For information & further necessary action with respect to order of Forum (copy enclosed).



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Complaint No.	UH/CGRF – 706 of 2013
Date of Institution	13.02.2013
Date of Hearing	18.04.2013
Date of Order	18.04.2013

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.Hoshyar Singh R/o Village Baland, Rohtak, regarding billing problem.

.....Complainant/Petitioner

Vs

- (1) XEN/ S/U Division No. 1, UHBVN, Rohtak.
- (2) SDO/Sub Urban, Sub-Divn, UHBVN, Rohtak.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Jitender, SDO/S/U, Rohtak



ORDER

The complainant Sh. Hoshiar Singh R/o Village Baland, Rohtak got an electric tubewell connection bearing Account No BL-1573 under SDO/OP, Sub Urban, Sub Divn., UHBVN, Rohtak and the forum has the jurisdiction to hear this complaint.

The complainant pleaded that the T/F of his Tubewell Connection BL-1573 got stolen and his bill is pending from that day. He made the part payment of Rs.3500/- as his problem was not solved by SDO/Xen. Now since last 1½ month one phase of his connection has been disconnected and his connection is not restored despite written complaints. The complainant was told that his bill will be corrected within 4-5 days after reading of the meter. He paid part payment of Rs.3500/- and SDO directed for restoration of his tubewell supply but it was not restored. The complainant wants correction of his bill and restoration of supply to his tubewell connection BL-1573.

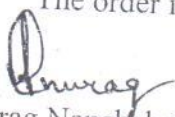
The complaint received in the office of the forum on 13/2/2013 & the forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly a notice of motion dated 26/02/2013 was issued to both the parties asking the complainant to submit affidavit in original which is mandatory as per HERC Guidelines and asking respondent to submit his version/reply supported with affidavit duly attested by oath commissioner/notary public. Since the version was not received in time, so the matter was taken up through proceedings held on 29.03.13 and 18.04.13 at Rohtak. The complainant did not attend but the respondent attended. The version of the respondent was received on 18.04.2013.

The respondent stated as per his version that supply of the tubewell connection of the complainant is in running position and MCO has been issued as meter reading found not visible i.e. meter defective. The respondent assured to correct the bill on the basis of 3 no. succeeding bills after the installation of new meter.

The Forum considered the facts and observed that grievances of the complainant regarding restoration of supply has been redressed and the respondent has assured to the Forum that his bill will be corrected on the basis of succeeding 3 no. bills after installation of new meter.

The Forum considered the facts and directs the respondent to intimate in writing to the complainant of its decision and not to disconnect supply till his bill is corrected. The complaint is hereby disposed of without any cost on either side. File be consigned to the office record. The compliance of the order be informed within 15 days of receipt of the order.

The order is signed by the Consumer Grievances Redressal Forum on 30/4/2013.


(Anurag Nanchahal)
(Member II)




(Rajbir Singh)
(Member-I)