



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbv_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

To

Complaint No. CGRF-724/13

The CMD,
UHBVN. Panchkula.


Memo No. Ch- 16 /UH/CGRF-724

Dated: 31/5/13

Subject: - Order in respect of complaint of Sh. Raj Kumar Garg.

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, Panchkula.
3. CGM/Commercial, UHBVN, Panchkula.
4. SE/ 'OP' Circle UHBVN, Ambala.
- ✓ 5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP, Division, UHBVN, Panchkula with a copy of order.
7. SDO/OP, City Sub Divn., UHBVN, Panchkula.
8. Sh. Raj Kumar Garg, H.No.893, Sector-9, Panchkula.

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

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Complaint No.	UH/CGRF - 724 of 2013
Date of Institution	19.03.2013
Date of Hearing	15.05.2013
Date of Order	18.05.2013

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 Sh. Raj Kumar Garg, R/o H. No. 893, Sector 9, Panchkula regarding refund of Rs.3,000/- charged by the defendant for replacement of faulty meter.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

Sh. Raj Kumar Garg.

For the Respondent:

Sh. Anil Kumar, SDO/OP., City Sub-Division, Panchkula



ORDER

The complainant Sh. Raj Kumar Garg, R/o H. No. 893, Sector 9, Panchkula has pleaded regarding refund of Rs.3,000/- charged by the defendant for replacement of faulty meter and the Forum has the jurisdiction to try the complainant.

It has been pleaded by the complainant that the respondent had installed the electric connection under a/c No. A21PC162974W and he was regularly charged monthly rent as per respondent norms. On his complaint faulty meter was replaced on 07.06.12 and Rs. 3000/- was charged from him for replacement of faulty meter in the bill for the month of July 2012 which was the property of the Nigam for which regular rent was being charged by the respondent. The complainant has pleaded before the forum that refund of Rs.3000/- may be made to him without any further delay.

The complaint was received in this office of the Forum on 19.03.2013. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 28.03.13 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

Summons were issued to both the parties for hearing on 30.04.13 and 15.05.13. The complainant and the SDO were present. It was submitted by the S.D.O. that the monthly rent is chargeable from consumer if meter is installed by the Nigam and when the same becomes defective/burnt the cost of the meter is charged from the consumer as per instructions of the Nigam.

The Forum considered the facts and decides that the entire cost of the meter has not rightly been charged from the complainant as per the instructions and procedures as detailed in Sales circular No.U-14/2012 have not been followed and as such the cost of meter charged from the complainant may be charged as per the latest instructions of the Nigam and excess amount so recovered may be refunded to the petitioner.

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

The order is signed by the Consumer Grievances Redressal Forum on 18.05.2013.


(Anurag Nandhahal)
Member-II


(Rajbir Singh)
Member-I

