



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-733/13

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 19 /UH/CGRF-733

Dated: 31-5-13

Subject: - Order in respect of complaint of Sh. Pardeep Gupta regarding report of faulty meter to the respondent and inaction on their part to rectify the same besides indulging in corrupt practice.

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, Kurukshetra.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Kurukshetra with a copy of order.
7. SDO, Op Sub-Division No. 2, UHBVN, Kurukshetra.
8. Sh. Pardeep Gupta S/o Sh. Roshan Lal Gupta, R/o Mohan Nagar, Tehsil Thanesar, Kurukshetra.

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



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Complaint No.	UH/CGRF – 733 of 2013
Date of Institution	18.03.2013
Date of Hearing	30.05.2013
Date of Order	31.05.2013

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. Pardeep Gupta S/o Sh. Roshan Lal Gupta, R/o Mohan Nagar, Tehsil Thanesar, Kurukshetra regarding report of faulty meter to the respondent and inaction on their part to rectify the same besides indulging in corrupt practice.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Kurukshetra.
- (2) SDO, Op Sub-Division No. 2, UHBVN, Kurukshetra.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Sh. Mehtab Singh, AEE/OP, Sub-Division No. 2, UHBVN, Kurukshetra.

Sh. Pankaj Mann, AE O/o M&P, Kurukshetra.



ORDER

The complainant Sh. Pardeep Gupta s/o Sh. Roshan Lal Gupta, R/o Mohan Nagar, Tehsil Thanesar, Kurukshetra regarding report of faulty meter to the respondent and inaction on their part to rectify the same besides indulging in corrupt practice and the Forum has the jurisdiction to listen to the complaint.

It has been pleaded by the complainant that his meter is defective for the last 10 months for which he has reported the matter to the respondents on numerous occasions but the matter still remains unresolved during inspections on 25.11.10 the meter was found to be running fast by 20%. It has been alleged by the complainant that heavy amount was demanded from him to get the faulty meter replaced to which he declined.

The complaint was received in this office of the Forum on 18.03.13. 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 intimating admission of his complaint for further proceedings and asking respondent to submit version.

Summons were issued to both the parties for hearing on 30.04.13 followed by subsequent hearings on 15.05.13 and 30.5.2013. The respondent SDO was present while the complainant absented.

The respondent has stated in his version that on the application moved by the complainant it was reported by the JE that meter was 20% fast but no action was taken by his office. After investigations the complaint made by the complainant to DC, Kurukshetra was filed. No record of any application in respect of the check meter has been found in the office of the respondent and the connection already stand disconnected w.e.f. 16.5.12 to till date.

The Forum after considering all the facts decides that the benefit of 20% fast running of the meter as admitted by the respondent be given to the complainant. Further, a fresh enquiry be conducted against the delinquent officials for inconvenience and embarrassment caused to the complainant.

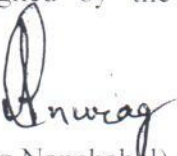
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Complaint No. 733 of 2013

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 31.05.2013.


(Anurag Nanchahal)
Member-II


(Rajbir Singh)
Member-I

