



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam
Shakti Bhawan, 2nd Floor, Room No. 317, Sector-6, Panchkula
E-mail: uhbn_forum2006@yahoo.com
Fax & Phone No. 0172-2583896

Complaint No. CGRF-741/13

To

The Managing Director,
UHBVN, Panchkula.


Memo No. Ch- 11 /UH/CGRF-741

Dated: 31.5.13

Subject: - Order in respect of complaint of Sh. Randhir Singh regarding billing problem.

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, Rohtak.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Rohtak City with a copy of order.
7. SDO, Op Sub-Division No. 2, UHBVN, Rohtak.
8. Sh. Randhir Singh S/o Sh. Barkha Ram, R/o H. No. 819/34, Vijay Nagar, Rohtak.

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



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Complaint No. UH/CGRF – 741 of 2013
Date of Institution 05.04.2013
Date of Hearing 24.05.2013
Date of Order 30.5.2013

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. Randhir Singh S/o Sh. Barkha Ram, R/o H. No. 819/34, Vijay Nagar, Rohtak regarding billing problem.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

None



ORDER

The complainant Sh. Randhir Singh S/o Sh. Barkha Ram, R/o H. No. 819/34, Vijay Nagar, Rohtak got an domestic connection bearing A/c No. JC-521 under 'OP' Sub-Division No. 2, UHBVN, Rohtak and Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that reading of his meter recorded as 4476 in excess and he requested to concerned SDO but his request for connection of bill was not entertained by the SDO. The complainant taken up the matter with SE on 24.2.2010 who directs to verify the mistake within 24 hours and the dealing clerk Sh. Mohinder Singh after checking the record found the mistake of wrong entry of MCO reading of meter LC-42 into the meter A/c No. of the complainant but he demanded bribe of Rs. 5000/- for rectify the mistake which could have resulted into less billing of Rs. 22,000/- to the complainant. The complainant's wife has suffered serious illness due to harassment to the complainant by Sh. Mohinder Singh dealing clerk of SDO/OP, Sub-Division No. 2, Rohtak.

The complaint received in the office of the Forum on 5.4.13. The Forum considered the facts and found the petition feasible for acceptance and the same was got admitted. Accordingly, notice of motion dated 16.4.13 issued to both the parties asking the complainant to submit affidavit duly attested from Notary Public/Oath Commissioner and asking the respondent to submit his version/reply duly supported with attested affidavit.

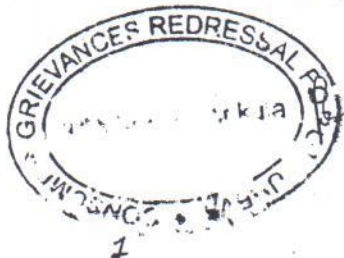
Since the respondent did not submitted the version in time so the matter taken up for hearing fixed on 24.5.2013 at Guest House, Rohtak. The respondent submitted the version on 24.5.2013.

The respondent did not submitted the version as was required in line with the complaint but simply intimated that the consumer account has been rectified and Rs. 33,471/- adjusted vide SC & AR No. 199/160 dated 30.3.13.

The Forum after considered the facts and observed that the grievances of the complainant has been redressed by the respondent but no reply has been given in respect of harassment caused to the complainant which seems to be deliberate.

The Forum considered the facts and directs the respondent XEN/OP, City Division, UHBVN, Rohtak to conduct proper enquiry regarding harassment to the complainant and to submit the report to the Forum which 15 days positively.

A



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

The order is issued and signed by the Consumer Grievances Redressal Forum on
30.5.2013.


(Anurag Nanchahal)
Member-II


(Rajbir Singh)
Member-I

