



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbv_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-754/13

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 60 /UH/CGRF-754

Dated: 13/1/14

Subject: - Order in respect of complaint of M/s Moldwel Enterprises regarding deposit of slow meter charges notice by SDO/OP, City S/D No. 1, UHBVN, Bahadurgarh in respect of meter A/c no. LS-191.

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, Rohtak.
3. CGM/Commercial UHBVN, Panchkula.
4. SE/OP, Circle, UHBVN, Jhajjar.
5. SE/M&P, UHBVN, Panchkula.
- ✓ 6. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
7. XEN/M&P, Division, UHBVN, Rohtak.
8. XEN/OP Division, UHBVN, Bahadurgarh with a copy of order.
9. SDO, Op City Sub-Division No. 1, UHBVN, Bahadurgarh.
10. Sh. T.C. Ahalwat M/s of Moldwel Enterprises, 36 KM Stone, Delhi-Rohtak Road, Village Sankhol, Bahadurgarh, Jhajjar.

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



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Complaint No. UH/CGRF - 754 of 2013
Date of Institution 18.04.2013
Date of Hearing 27.11.2013
Date of Order 30.12.2013

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. T.C. Ahlawat of Ms/ Moldwel Enterprises, 36 KM Stone, Delhi-Rohtak Road, Village Sankhol, Bahadurgarh regarding deposit of slow meter charges notice by SDO/OP, City Sub-Division No. 1, UHBVN, Bahadurgarh in respect of meter A/c no. LS-191.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Ashish Dhankhar, SDO/OP, City Sub-Division No. 1, Bahadurgarh.



ORDER

The complainant Sh. T.C. Ahlawat of Ms/ Moldwel Enterprises, 36 KM Stone, Delhi-Rohtak Road, Village Sankhol, Bahadurgarh has complained against deposit of slow meter charges notice given by SDO/OP, City Sub-Division No. 1, UHBVN, Bahadurgarh in respect of meter A/c no. LS-191 and the Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that their meter was checked by M&P team on 07.06.12. The M&P team told that CT/PT are defective and after installation of new CT/PT told that reading is still negative due to defect in the meter. The meter was also changed and after about 9 months respondent sent notice for payment of Rs. 6,15,238/- on the pretext that the meter was 50% slow. The respondent failed to tell the exact fault in the meter and they charged us for full 6 months from the day they last checked the meter. The complainant further pleaded that respondent did not tell about other checks like load survey carried out and their labs have no facility to find out when exactly the meter had faulted then it can be done from outside private lab. That despite costly meter provided, respondent is unable to pin point the exact time of fault. Therefore instead of penalising the consumer, it should give the benefit of doubt to the consumer. The complainant also told that they are taking the reading of their meter regularly which suggests that their meter was not slow.

The complaint was received in the office of the Forum on 18.04.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 20.05.2013 was issued to both the parties asking complainant to submit affidavit in support of his complaint and to the respondent to submit his version/reply supported with attested affidavit. The respondent submitted his version/reply on 10.06.13.

The matter taken up for hearing fixed on 04.07.13, 19.07.13, 06.08.13, 22.08.13, 04.10.13, 30.10.13, 15.11.13 and on 27.11.13 at UHBVN, Guest House, Rohtak. The hearing was attended by respondent SDO/OP, City Sub-Division No. 1, Bahadurgarh, XEN/M&P, Division, Rohtak, SDO/M&T, Lab, Rohtak and the complainant Sh. T.C. Ahlawat.

The respondent as per his version submitted that the meter of the complainant was got checked by M&P team on 07.06.12 and as per M&T Lab analysis report dated 16.03.13, the meter was found slow by 50.04%. Accordingly notice for deposit



of Rs. 6,15,238/- vide memo no. 2693 dated 21.03.13 towards slowness of meter for last month was served to the complainant.

After detailed deliberation at length the Forum observed as under:-

- i) The meter of the complainant was checked by M&P team on 07.06.12 and found active current of yellow phase in reverse direction. Therefore in the first instance CT was replaced with new one and then meter got replaced with new meter. The decision of status of defect in the meter kept pending for investigation of cause of reverse active current in yellow phase in M&T Lab or by the firm.
- ii) The meter found defective on 07.06.12 could have been checked in next 2-3 days in M&T Lab but the same got checked in M&T Lab after 9 months on 16.03.13. The reason for such abnormal delay has not been explained by XEN/M&P, Division, UHBVN, Rohtak.
- iii) As per version submitted by SDO/OP, City Sub-Division No. 1, Bahadurgarh, XEN/M&P, Division, UHBVN, Rohtak neither carried out any investigation nor gave any speaking order for necessary action by SDO/OP, Bahadurgarh for recovery of loss of the Nigam due to defect in the meter. XEN/M&P, Division, UHBVN, Rohtak simply supplied a copy of test result of meter on computerized electronic testing bench to the SDO/OP without any description / comment on the result on 16.03.13.
- iv) SDO/OP, Bahadurgarh at his own or on the basis of verbal order on the basis of test bench result report in which dial test of KVAH show (-50.04% error) and KWH dial test shows (-0.06%) charged the complainant towards last 6 months for slowness of KVAH of meter amount of Rs. 6,15,238/-.
- v) The consumption data of the complainant meter from June, 10 to Aug, 13 supplied by SDO/OP indicates that the consumption units of KWH and KVAH are almost same. The meter has been considered defective from 05.01.12 to 06.06.12. The meter consumption data of KWH and KVAH is almost same. When the meter was OK before 05.01.12 and after replacement of new meter on 07.06.12 as well as during the defective period from 05.01.12 to 06.06.12 for charging Rs. 6,15,238/- by SDO/OP.
- vi) The SDO/OP while charging for slowness of 50% KVAH of meter did not consider the aspect as stated in point no. 5. The XEN/M&P, Division vide his office memo no. Ch-346/CT-8 dated 26.09.13 has confirmed that KWH portion of the meter is OK and KVAH portion of the meter is slow by 50%. But consumption data does not confirm 50% decline in consumption of KVAH unit.
- vii) The Forum has directed SDO/OP in the first instance to install the defective meter in series with the meter at the premises of the complainant on 14.08.13 but the compliance of the same could not be



- done as the expenditure to be incurred not sanctioned/allowed by the competent authority.
- viii) The firm M/s Secure Meter vide their letter dated 31.10.13 addressed to SDO/OP, City Sub-Division No. 1, Bahadurgarh has given their finding that meter recorded MDI and readings as per defined logics and temper events recorded are as per system conditions. The firm has not indicated about any abnormality in the meter except that seal of the meter not found intact.
- ix) The temper of yellow phase CT reversal found occurred on 05.01.12 not got restored despite active count yellow phase was positive on 25.03.12 as per temper data record.
- x) XEN/M&P, Division, Rohtak directed SDO/OP on 28.10.13 to sent the meter to the manufacturer works as per instructions of Firm engineer visited in M&T Lab on 09.10.13.
- xi) XEN/M&P, Division, Rohtak is authorized and competent authority of the Nigam to decide in case of deficiency in metering. Therefore XEN/M&P must give speaking order to SDO/OP for loss to the Nigam occurred due to defect in the meter and appropriate action by SDO/OP for recovery of loss to the Nigam.

The Forum considered all the facts in the matter and decides that XEN/M&P, Division, UHBVN, Rohtak should issue speaking order to the SDO/OP, City Sub-Division No. 1, Bahadurgarh regarding loss to the Nigam occurred due to deficiency / defect in the meter after investigation being authorized authority of Nigam for metering problem. The amount already charged by SDO/OP at his own is set aside.

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 30.12.2013.

The compliance of the order be informed to the Forum with in fifteen days from the date of receipt of the order.


(Anurag Nanchahal)
Member-II


(Rajbir Singh)
Member-I

