



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-797/13

To

The Chairman Cum Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 19 /UH/CGRF-797

Dated: 31-10-13

Subject: - Order in respect of complaint of Smt. Raj Kumari regarding release of tubewell connection.

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, Panipat.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP City Division, UHBVN, Panipat with a copy of order.
7. SDO, Op Sub-Division, Model Town, UHBVN, Panipat.
8. Smt. Raj Kumari, R/o H. No. 164, 8 Marla, Near Tikona Park, Panipat.

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



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Complaint No. UH/CGRF – 797 of 2013
Date of Institution 15.07.13
Date of Hearing 04.10.13
Date of Order 29.10.13

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 Smt. Raj Kumari, R/o H. No. 164, 8 Marla,
Near Tikona Park, Panipat regarding release of tubewell connection.

.....Complainant/Petitioner

Vs

- (1) XEN, Op City Division, UHBVN, Panipat.
- (2) SDO, Op Sub-Division, Model Town, UHBVN, Panipat.

.....Respondents

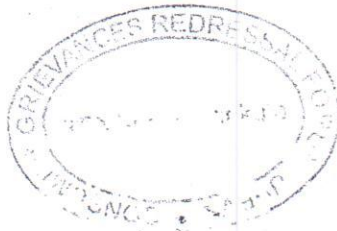
Appearance:-

For Complainant:

Complainant.

For the Respondent:

Sh. S.P. Singh, SDO/OP, Sub-Division, Model Town, UHBVN, Panipat.



ORDER

The complainant Smt. Raj Kumari, R/o H. No. 164, 8 Marla, Near Tikona Park, Panipat has pleaded regarding release of tubewell connection. The area falls under the jurisdiction of Op. Sub-Division, Model Town, UHBVN, Panipat and the Forum has the jurisdiction to try this suit.

It has been pleaded by the complainant that she had deposited security against tubewell connection in March, 2008 and in 2010. The petitioner was assured that connection shall be released in the order of merit. Now it is told by the respondent in 2013 that there is no file in the name of complainant and that her name has been struck off from the register. It has further been pleaded to get the connection released immediately without any further delay.

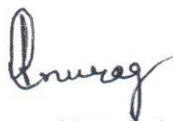
The application of the petitioner was received in this office of the Forum on 15.07.13. The Forum considered the facts and found the petition feasible for acceptance. Accordingly, notice of motion dated 30.07.13 was issued to both the parties and respondent to submit their version duly supported with affidavit for further proceedings. The hearings were conducted on 13.09.13 and 04.10.2013 at Guest House, Rohtak.

The respondent in its reply has submitted that demand notice was issued on 25.08.08 and another notice was issued by the respondent on 05.05.10 and accordingly due to non compliance of notice / demand notice the application of the petitioner was cancelled. The respondent has asked the then CC to handover the case file of the complainant. No further information in this regard has been received from the respondent.

The Forum, after considering the facts and reply in detail decides that all out efforts be made to trace the case file and in case it is not traced, duplicate file be prepared. The seniority be granted to the petitioner as if her name was not struck off from the register. Further strict disciplinary action against the delinquent official / officer may be initiated.

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

The order is signed and issued by the Consumer Grievances Redressal Forum on 29.10.2013.


(Anurag Nanchahal)
Member-II




(Rajbir Singh)
Member-I