



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-822/13

To

The Chairman Cum Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 15 /UH/CGRF-822

Dated: 31.10.13

Subject: - Order in respect of complaint of Smt. Krishna Bhatia regarding wrong charging of meter rental.

Enclosed please find herewith the order issued by Consumer Grievances Redressal Forum in respect of above complaint for its compliance.

DA/As above

Member-~~1~~
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, Sonipat.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP City Division, UHBVN, Sonipat with a copy of order.
7. SDO, Op Sub-Division, Model Town, UHBVN, Sonipat.
8. Smt. Krishna Bhatia, R/o H. No. 912/15, Sonipat.

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



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No.	UH/CGRF – 822 of 2013
Date of Institution	08.08.13
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. Krishna Bhatia, R/o H. No. 912/15, Sonipat regarding wrong charging of meter rental.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

Sh. R.K. Nirmal, SDO/OP, Sub-Division, Model Town, UHBVN, Sonipat.



ORDER

The complainant Smt. Krishna Bhatia, R/o H. No. 912/15, Sonipat has pleaded regarding wrong charging of meter rental. The area falls under the jurisdiction of Op. Sub-Division, Model Town, UHBVN, Sonipat and the Forum has the jurisdiction to try this suit.

It has been pleaded by the complainant that his meter got burnt with three others on 13.12.12 and new meter was fitted on 09.02.13. That he received bill on 11.04.13 in which Rs. 60 were deducted against meter rental. The concerned JE had certified that the meter got burnt due to rain and short circuit i.e. on Nigam's account therefore meter rent should not be deducted.

The application of the petitioner was received in this office of the Forum on 08.08.13. The Forum considered the facts and found the petition feasible for acceptance. Accordingly notice of motion dated 17.08.13 was issued to both the parties and respondent to submit their version duly supported with affidavit for further proceedings. The hearing was conducted on 4.10.13 at Guest House, Rohtak.

The respondents in its reply has submitted that the electric meter of A/c no. OP13-1410 has been replaced on dated 04.02.13 vide MCO No. 9/767 being totally burnt. That the new meter was installed by the Nigam to replace the burnt consumer meter. It has further been intimated by the respondent that an amount of Rs. 240/- as meter rent has been adjusted vide SCA&R dated 10.10.13 and necessary advice not to charge meter rent in future has been sent to the billing agency

The Forum, after considering the facts and reply in detail decides that since the meter became defective / burnt due to reasons attributable to the respondent, the meter rent is not chargeable and the same stands adjusted by the respondent. Since the action required to be taken by the respondent has already been taken, no further action is to be taken by him.

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