



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-833/13

To

The Chairman Cum Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 12 /UH/CGRF-833

Dated: 31.10.13

Subject: - Order in respect of complaint of Sh. Badhwa Ram regarding delay in replacement of distribution transformer against theft of transformer.

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

DA/As above

Member-II
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, Karnal.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Sub-Urban Division No. 1, UHBVN, Karnal with a copy of order.
7. SDO, Op Sub-Division, UHBVN, Garhi Birbal, Karnal.
8. Sh. Badhwa Ram S/o Sh. Karta Ram, R/o Village Badarpur, P.O. Biana, Karnal.

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



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Complaint No.	UH/CGRF – 833 of 2013
Date of Institution	29.08.13
Date of Hearing	07.10.13
Date of Order	24.10.13

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 Sh. Badhwa Ram S/o Sh. Karta Ram, R/o Village Badarpur, P.O. Biana, Karnal regarding delay in replacement of distribution transformer against theft of transformer.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Sub-Urban Division No. 1, UHBVN, Karnal.
- (2) SDO, Op Sub-Division, UHBVN, Garhi Birbal, Karnal.

.....Respondents

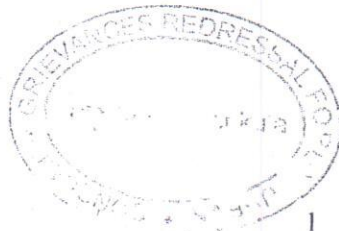
Appearance:-

For Complainant:

Sh. Ajay Kumar.

For the Respondent:

Sh. Sandeep Sikri, SDO/OP, Sub-Division, UHBVN, Garhi Birbal.



ORDER

The complainant Sh. Badhwa Ram S/o Sh. Karta Ram, R/o Village Badarpur, P.O. Biana, Karnal has pleaded regarding delay in replacement of distribution transformer against theft of transformer. The area falls under the jurisdiction of Op. Sub-Division, UHBVN, Garhi Birbal and the Forum has the jurisdiction to try this suit.

It has been pleaded by the complainant that his tubewell connection is non-functional since 26.07.2012 as its coil had been stolen and FIR was lodged on 01.08.2012 in Indri Police Station. The complainant received demand notice from the respondent which was duly paid by the petitioner. It has further been pleaded that the petitioner was allotted Sr. No. 53 whereas transformers upto Sr. No. 66 have already been installed. It has been alleged by the petitioner that he is unable to irrigate his fields due to inordinate delay in replacing the transformers. It has further been requested by the petitioner that the transformer may be got replaced immediately without any further delay.

The application of the petitioner was received in this office of the Forum on 29.08.13. The Forum considered the facts and found the petition feasible for acceptance. Accordingly notice of motion dated 03.09.13 was issued to both the parties and respondent to submit their version duly supported with affidavit for further proceedings. The hearing was conducted on 07.10.2013 at Karnal.

The respondents in its reply has submitted that the petitioner was informed vide their memo dated 09.10.12 to deposit the 20% of the cost of the transformer i.e. Rs. 11114/-but petitioner deposited the same after long time i.e. on 04.05.13 after that petitioner was placed at Sr. No. 231 in the seniority list of theft transformer consumers and the transformer of the petitioner was drawn at the end of June, 2013. The field staff had gone to install the same but the co-sharer made strong objection regarding installation and told that there was land

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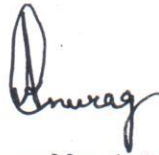


dispute and Court case has been filed in the matter. The field staff met with the same resistance when they again went after few days. It is intimated by the respondent that they are also interested to install the transformer and restore due supply as early as possible.

The Forum, after considering the facts and reply in detail decides that the seniority of the petitioner has rightly been fixed from the date of payment i.e. 04.05.13. Further Right of Way problem needs to be addressed by the petitioner before any further action is taken by the respondent.

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 24.10.2013.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

