



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-846/13

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch-23 /UH/CGRF-846

Dated: 31.12.13

Subject: - Order in respect of complaint of M/s Ultra Tech Cement Ltd.

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, Panipat.
 5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
 6. XEN/OP, Sub Urban Division, UHBVN, Panipat with a copy of order.
 7. SDO/OP, Sub Division, UHBVN, Israna, Panipat.
 8. M/s Ultra Tech Cement Ltd., Unit-Panipat Cement Works, Village Kard, Israna, Pardhana Road, Panipat.
- For information & further necessary action with respect to order of Forum (copy enclosed).



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Complaint No. UH/CGRF – 846 of 2013
Date of Institution 17.09.2013
Date of Hearing 12.12.2013
Date of Order 17.12.2013

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 M/s Ultra Tech. Cement Ltd., Unit-Panipat Cement Works, Village Kard, Israna, Pardhana Road, Panipat regarding increase in the rate of interest on security deposit.

.....Complainant/Petitioner

Vs

- (1) CGM/Comml., UHBVN, Panchkula
- (2) XEN, Op Sub-Urban Division, UHBVN, Panipat.
- (3) SDO, Op. Sub-Division, UHBVN, Israna.

.....Respondents

Appearance:-

For Complainant:

Sh. Anil Singhania.

For the Respondent:

Sh. Mohinder, XEN/Billing, UHBVN, Panchkula.

Sh. Devesh, SDO/OP, Sub-Division, Israna.



ORDER

The complainant M/s Ultra Tech. Cement Ltd., Unit-Panipat Cement Works, Village Kard, Israna, Pardhana Road, Panipat has complained regarding increase in the rate of interest on security deposit and the Forum has the jurisdiction to try this complaint.

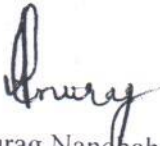
It has been pleaded by the complainant that the respondent shall pay interest to the consumer at the bank rate or nor as specified by the commission payable annually on the consumer deposit and the interest accrued during the year shall be adjusted in the consumer bills for the first billing cycle of the ensuing financial year. When the respondent was approached to revised the interest the security deposit, it was informed that no guidelines have been received from HERC in this regard.

The complaint was received in this office of the Forum on 17.09.13. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 04.10.13 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit his version. Summons were issued to both the parties for hearing on 12.11.13, 28.11.13 & 12.12.13.

The respondent has stated in his version that as per the instruction of the Nigam i.e. sale circular no. U9/2011 and U4/2012 interest on security deposit is to be paid @ 6% per annum. If the interest on security deposit is to be increased as per the rates prescribed by the RBI, circular to this effect is to be revised by the higher authorities. GM/Comml., has intimated that his office has issued sale circular U59/2013 regarding payment of interest on meter security and consumption security deposit @ 9.50% per annum for the year 2013-14.

The Forum considered all the relevant record / facts in the case and decides to dispose off the case as the necessary action already stands taken by the respondent.

The Forum disposes off the complaint without any cost on either side. File be consigned to the office record. The order is signed by the Consumer Grievances Redressal Forum on 17.12.2013.


(Anurag Nandahal)
Member-II


(Rajbir Singh)
Member-I

