



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-856/13

To

The Managing Director,
UHBVN. Panchkula.


Memo No. Ch- 2 /UH/CGRF-856

Dated: 17.1.14

Subject: - Order in respect of complaint of Sh. Shekhar Puri regarding benefit of check meter installed not given by SDO/OP. Sub-Division, Model Town, UHBVN, Sonipat of his meter A/c no. OP13-2027F.

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, Sonipat.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Sonipat with a copy of order.
7. SDO, Op Sub-Division, Model Town, UHBVN, Sonipat.
8. Sh. Shekhar Puri, R/o H. No. 3145, P-III, Sector-15, Sonipat.

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



Complaint No. 856 of 2013
CONSUMER GRIEVANCES REDRESSAL FORUM
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Complaint No. UH/CGRF – 856 of 2013
Date of Institution 09.10.2013
Date of Hearing 30.12.2013
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. Shekhar Puri, R/o H. No. 3145, P-III, Sector-15, Sonipat regarding benefit of check meter installed not given by SDO/OP, Sub-Division, Model Town, UHBVN, Sonipat of his meter A/c no. OP13-2027F.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

Sh. Shekhar Puri.

For the Respondent:

Sh. Ravi.



ORDER

The complainant Sh. Shekhar Puri, R/o H. No. 3145, P-III, Sector-15, Sonipat has complained regarding benefit of check meter installed not given by SDO/OP, Sub-Division, Model Town, UHBVN, Sonipat of his meter A/c no. OP13-2027F. The Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that he challenged the working of his meter and check meter got installed on 01.09.13 on his request made on 31.07.13. The check meter confirmed that my meter is defective as my meter was found 60% fast as per check meter report. The complainant wants overhauling of his meter A/c as per check meter report.

The complaint was received in the office of the Forum on 09.10.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 23.10.2013 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.

Since the version did not receive in time, so the matter taken up for hearing fixed on 27.11.2013, 13.12.2013 and 30.12.2013 in UHBVN, Guest House, Rohtak. The respondent submitted his version dated 27.11.13.

The respondent submitted as per his version that the meter of the complainant was found running fast as per check meter report on 21.09.13. The meter was sent to M&T Lab and SDO/M&T Lab declared the meter OK as per his lab report. The respondent stated that there is no need of overhauling of complainant A/c as meter found OK as per SDO/M&T Lab report.


The Forum considered all the facts in the matter and observed that the complainant can not be deprived of the benefit of check meter report.

The Forum therefore decides that the A/c of the complainant be got overhauled for the defective ^{period} record from the month of 08/13 to 10/13 on the basis of corresponding consumption during 08/12 to 10/12.

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