



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-858/13

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 12 /UH/CGRF-858

Dated: 13/1/14

Subject: - Order in respect of complaint of Sh. Vishal Guleria regarding checking/replacement of energy meter as well as rectification of bill of his flat no. C-43/Army Flats/MDC, Panchkula.

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, Panchkula.
3. CGM/Commercial UHBVN, Panchkula.
4. SE/OP, Circle, UHBVN, Ambala.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Panchkula with a copy of order.
7. SDO, Op City Sub-Division, UHBVN, Panchkula.
8. Sh. Vishal Guleria, HQ (CE), Project Udayak, Pin Code 931715, C/o 99 APO.

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



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Complaint No.	UH/CGRF – 858 of 2013
Date of Institution	23.10.2013
Date of Hearing	12.12.2013
Date of Order	23.12.2013

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. Vishal Guleria, HQ (CE), Project Udayak, Pin Code 931715, C/o 99 APO regarding checking / replacement of energy meter as well as rectification of bill of his flat no. C-43/Army Flats/MDC, Panchkula.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Panchkula.
- (2) SDO, Op City Sub-Division, UHBVN, Panchkula.

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Sushil Kumar, MR O/o City Sub-Division, UHBVN, Panchkula.



ORDER

The complainant Sh. Vishal Guleria, HQ (CE), Project Udayak, Pin Code 931715, C/o 99 APO has complained regarding checking / replacement of energy meter as well as rectification of bill of his flat no. C-43/Army Flats/MDC, Panchkula under SDO 'OP' City Sub-Division, UHBVN, Panchkula and the Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that despite verbal as well as written request dated 08.07.13 to SDO/OP, City S/Division, Panchkula his complaint of replacement of defective meter as well as correction of energy bill is not attended by the respondent SDO/OP, City S/Division, UHBVN, Panchkula.

The complaint received in the office of the Forum on 23.10.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 29.10.2013 was issued to both the parties asking the complainant to submit attested affidavit in support of his complaint and to the respondent to submit his version/reply supported with attested affidavit from Notary Public/Oath Commissioner.

Since the version was not received in time, so the matter was taken up for hearing fixed on 28.11.2013 & 12.12.13 in CGRF office at Panchkula. The respondent attended the hearing on 12.12.13 as well as submitted his version.

The respondent submitted as per his version that the energy meter of the complainant became defective w.e.f. 09/12 which was replaced on 07.11.13 vide MCO No. 73/400A and consumer A/c will be overhauled on the basis of consumption of new meter installed or on the basis of previous consumption of the same period after 6 months.

The Forum observed that the respondent has taken the necessary action in the matter and has assured to rectify the bill on the basis of 6 month consumption after installation of new meter.

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 23.12.2013.



(Anurag Nanchahal)
Member-II




(Rajbir Singh)
Member-I