



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-882/13

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 13 /UH/CGRF-882

Dated: 27/1/14

Subject: - Order in respect of complaint of Sh. Boota Ram regarding replacement of fast running meter instead of providing check meter of his meter A/c no. X43YT210840.

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, Yamuna Nagar.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Yamuna Nagar with a copy of order.
7. SDO, Op Sub-Division, Model Town, UHBVN, Yamuna Nagar.
8. Sh. Boota Ram S/o Sh. Shunki Ram, R/o H. No. 490, Gali No. 3, Azad Nagar, Yamuna Nagar.

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



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Complaint No.	UH/CGRF – 882 of 2013
Date of Institution	22.11.2013
Date of Hearing	20.12.2014
Date of Order	09.01.2014

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. Boota Ram S/o Sh. Shunki Ram, R/o H. No. 490, Gali No. 3, Azad Nagar, Yamuna Nagar regarding replacement of fast running meter instead of providing check meter of his meter A/c no. X43YT210840.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

Sh. Ravi Kumar.

For the Respondent:

None.



ORDER

The complainant Sh. Boota Ram S/o Sh. Shunki Ram, R/o H. No. 490, Gali No. 3, Azad Nagar, Yamuna Nagar has complained regarding of replacement of fast running meter instead of providing check meter of his meter A/c no. X43YT210840 by SDO/OP, Sub-Division, Model Town, UHBVN, Yamuna Nagar. The Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that his meter suddenly started recording reading of 250-300 units per day in March, 2012 and his meter was got replaced. For correction of bill he was told that check meter was required to be installed. The meter was got checked in M&P Lab. On receipt of Lab report he was told that now his bill will be corrected after the issue of 3 no. bills of the new meter provided. The SDO is not accepting the current bill and complainant is facing disappointed. The complainant wants correction of his bill and his supply not to be disconnected till correction of bill.

The complaint was received in the office of the Forum on 22.11.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 03.12.2013 was issued to both the parties, intimation to the complainant for acceptance of his complaint and to the respondent to submit his version/reply duly attested affidavit by Notary Public or Oath Commissioner.

Since the version did not receive in time, so the matter taken up for hearing fixed on 09.01.2014 in CGRF, UHBVN, at Panchkula. The respondent submitted his version.

The respondent submitted as per his version that the complainant represented on 09.03.12 for fast running of his meter, which was checked by JE on 13.03.12 and found meter defective. The reading at the time of checking was 12349 on 13.03.12. The defective meter was changed vide MCO No. 21/3690 dated 19.03.12 on 26.03.12 at reading of 17320. The SDO/M&T, Lab declared the meter defective vide his office memo no. 224 dated 22.06.12. The account of the complainant has been overhauled on the basis of consumption of new meter for billing cycle from 07/12 to 11/12. An amount of Rs. 50850/- has been calculated with surcharges, which will be adjusted in the bill of the complainant for the month of Jan, 2014 through SC&AR subject to audit by the local audit party.



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Complaint No. 882 of 2013

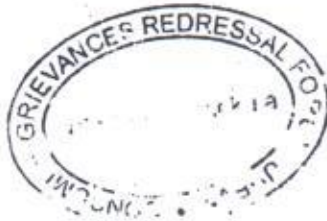
The complainant Sh. Ravi Kumar has also requested for withdrawal of his present complaint and will file complaint again if his bill is not corrected as assured by respondent.

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 09.01.2014.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I