



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

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Complaint No. UH/CGRF - 478 of 2011
Date of Institution 2.05.2011
Date of Hearing 22.06.2011
Date of Order 29.06.2011

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

1. Sh. R.K. Jain, Member-I.
2. Sh. D.C. Aggarwal, Member-II.
3. Sh. Raj Roop Jakhar, Member-III.

In the matter of complaint of Sh. Prem Singh, HNo- 344/10, Bharti Colony, Rohtak regarding meter problem.

.....Complainant/Petitioner

Vs

- (1) XEN, Op City Division, UHBVN, Rohtak.
- (2) SDO, Op Sub-Division No-1, UHBVN, Rohtak.

.....Respondents

Appearance:-

For Complainant:

Sh. Prem Singh

For the Respondent:

Sh. S.K. Hooda, AEE, Op Sub-Division No-1, UHBVN, Rohtak.



ORDER

The complainant Sh. Prem Singh, HNo- 344/10, Bharti Colony has got an electric connection with meter No- C- 1997 under Op Sub-Division No-1, UHBVN, Rohtak and the Forum has the jurisdiction to try this suit.

It has been pleaded by the complainant that he purchased one meter from M/s S. Kumar Electricals, opposite Power House Delhi Road Rohtak vide Cash Memo No- 2746 dated 2.7.10 and handed over the meter to the department for installation. Meter was mounted on the pole on 31.8.10 and made operational. But the meter was shown as DEF/FIX in bill Cycle/Group-274 Bill No- 4010 issued for Rs. 1156/- . On enquiry from the SDO office it was reported that the display was missing. When he protested with M/s S. Kumar Electricals about the defect in the meter within six months of its purchased he flatly refused to replace the meter. He has played before the Forum to get reimbursed Rs. 1250/- on account of meter becoming defective within guaranty / warranty period.

The application of the petitioner was received in this office of the Forum on 2.5.11. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 2.5.11 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

The respondent submitted the undated version stating that the consumer purchased meter from M/s S. Kumar Electricals. The meter was tested from M&P Rohtak and installed at consumer premises. The meter got defective within warranty period of one year. When the consumer approached M/s S. Kumar Electricals for replacement they refused to replace the meter. The consumer purchased another meter from M/s S.S. Electric System, Rohtak and deposited it in the office for testing and installation. The complaint is regarding dispute between consumer and M/s S. Kumar Electricals and the respondent has no concern with it. The complaint be dismissed or direct the shopkeeper to replace the defective meter or empanelment of the Firm supplying the meter may be cancelled. Nigam is not liable to refund the cost of the meter to the consumer.



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The Summons were issued for hearing on 22.6.11 when both the parties were present. During arguments the respondent SDO confirmed that the matter stands resolved between the complainant and the shopkeeper and the complainant has received the refund of cost of defective meter. Consumer also submitted in writing that his grievance has been settled and he is satisfied.


Forum considered the facts and observed that since the grievance of the complainant has been redressed no further action is required in the matter.

The petition is hereby disposed of 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 29.06.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

