

OFFICE OF THE OMBUDSMAN (ELECTRICITY)

80, VASANT VIHAR, PHASE I, DEHRADUN-248006

Fax No. (0135) 2762120 email: - ombudsman_elec_ua@yahoo.com

No.

Dated: 14/11/07

ORDER

These petitions, details of which are annexed were considered for admission today. The circumstances under which the original complaints could not be disposed off within the prescribed period by the forum were considered. In view of exceptional withstanding the technical objections under which the forum could not dispose the matters, it was felt that not withstanding the technical objections of the petitioner or of the respondent regarding jurisdiction of the forum or of the OMBUDSMAN, it would be in accordance with the sprit of the Act to direct the forum to consider and dispose off the matter expeditiously. Both the parties have no objection.

The forum may accordantly consider these matters on priority and dispose them off within 30 days of the receipt of this order. Copies of the forum's final orders may be sent to the office for information.

(Divakar Dev)
OMBUDSMAN

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Dated 19/12/07

ORDER

This application was taken up for admission today. The applicant has filed a rejoinder to the objections that had been filed by UPCL. A communication has also been received from Uttarakhand Electricity Regulatory Commission regarding the Regulations issued by them. UPCL has given an application today withdrawing their earlier objections to the application. UPCL has also spelt and the circumstances under which the applicant's petition before the Consumers Grievances Redressal Forum remained unaddressed.

The OSD has ascertained the position directly from the convener member of the Forum, who has assured that should the matter referred to the forum, the same will be considered and disposed on priority. UPCL and the applicant have no objections to referring the matter to Forum for disposal.

Let all the papers on this file be sent to the Consumers Grievance Redressal Forum (Garhwal Zone), Dehradun with the direction that the matter having already been over delayed, it should be heard & decided on priority and in any case within 30 days of receipt of this order.

In case the Forum fails to decide the matter within the stipulated time or if the applicant is not satisfied with their decision, he will be free to approach the undersigned for appropriate action.

(Divakar Dev)
OMBUDSMAN

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80, VASANT VIHAR, PHASE I, DEHRADUN-248006
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Dated: 21.01.2008

Order

This petition (Repres. No. 01/2008) was taken up for admission today. In view of the fact that the Redressal Forum has finally passed an order in the complaint filed before them, some of the grounds of the present representation have become redundant. The petitioner has therefore sought to modify the original representation. However since the petition has not even been admitted it was felt that the better course would be for the petitioner to file a fresh representation dealing with his grievances arising of the order dated 07.01.2008, if any. The other party has no objection to it. Accordingly this representation may be filed and applicant is free to file a fresh representation, if he likes.

UPCL shall not take any action in compliance on order dated 07.01.2008 till the statutory period of appeal of 30 days from the date of the order has expired.

(Divakar Dev)
OMBUDSMAN