

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Order

M/s Hotel Urvashi 494, Civil Lines, Roorkee has filed a representation against non-redressal of its grievance by the Consumer Grievance Redressal Forum, Garhwal Zone. Heard the applicant as well as UPCL. It is not disputed that the Forum has not disposed of the petitioner's application dated 18.11.2010 even after expiry of more than seven and half months against the period of 60 days prescribed for such disposal under the Regulations. The report received from the forum indicates that of the 7 dates of hearing fixed so far, adjournments were allowed on UPCL's request on 4 dates. Hearing scheduled for 11.05.2010 could not take place due to Forum's own convenience. It is now scheduled for 07.07.2010.

2. Considering that the Forum is expected to finally dispose of the complaint within 60 days, its generosity in allowing adjournments and giving very long dates is not in keeping with the statutory requirements. Such unavoidable delays are prejudicial to consumers' interests and defeat the very purpose of creating this Grievance Redressal Mechanism. However since the matter is already fixed for hearing on 07.07.2010, it is preferable that it is finally decided by the Forum itself. In view of the inordinate delay that has already taken place in this case it is directed that the Forum should finally dispose off this matter latest by 15.07.2010 failing which this representation will be deemed to have been admitted. Fix 20.07.2010 for UPCL's reply, if any.

Dated: 06.07.2010

Divakar Dev
Ombudsman