



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbv_forum2006@yahoo.com

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|---------------------|---|----------------|
| Complaint No. | - | UH/CGRF-300/09 |
| Date of Institution | - | 29.07.2009 |
| Date of Hearing | - | 25.11.2010 |
| Date of Order | - | 5.1.2011 |

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. Parvesh Kumar S/o Sh. Bhim Singh, R/o H. No. 172, Sector-1, Rohtak regarding wrong billing.

.....Complainant/Petitioner

Vs

- (1) The XEN 'OP' City Division, UHBVNL, Rohtak.
- (2) The SDO 'OP' CCC, S/Division, UHBVN, Rohtak.

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

1. Sh. S.K. Chawala, XEn Op., City Division, Rohtak.
2. Sh. S.K. Hooda, AEE, Sub/Division No.1, UHBVN, Rohtak.

Facts of the case

The petitioner i.e. Sh. Parvesh Kumar is the R/o H. No. 172, Sector-1, Rohtak and has got an electric connection bearing A/c No. F6 11/1126 NDS under the office of SDO/OP, Sub/Division No.1, Rohtak. The petitioner grievance is that his electricity bill is being raised on average basis which is on higher side and has prayed for rectification of the bill. The meter of the petitioner has been stolen by some miscreant and after that no meter was replaced. Proceedings and hearings were fixed from time to time. Full opportunity was given to both the parties to be heard and to submit documentary evidence in support of the case.

The petitioner submitted his petition on 29.07.2009. Forum considered the facts the same was admitted for further proceedings. Notice of Motion was issued to both the parties informing the petitioner regarding feasibility of acceptance of the complaint and admittance for further proceedings as an acknowledgement and also directing the petitioner to submit the affidavit, being mandatory as per HERC guidelines duly attested by the Notary Public. The Respondent i.e. XEN/OP, Rohtak was also directed to submit the version supported by affidavit attested by Notary Public. Further again Notice of Motion dated 03.08.09, 26.8.09 were issued to the Respondent to submit version. The respondent submitted the version on 11.09.09. After receipt of the version the hearing date was fixed and Summons dated 12.10.09, 21.10.09, 06.11.09, 07.12.09, 07.01.2010, 09.02.2010, 07.04.2010, 04.05.2010, 02.06.2010 were served but the petitioner remained absent except on 27.10.09. During hearing the respondent submitted various facts which were examined and finding those incomplete the respondent was again asked to submit the additional information. The final date of hearing i.e. 25.11.2010 was fixed for argument and to submit documentary evidence. On the date of hearing i.e. 25.11.2010 the complainant however again remained absent. The Respondent have argued as under:-

The consumer had filed a complaint No. 380 on 11.10.05 on same points before the District Consumer Dispute Redressal Forum, Rohtak which was decided on 13.02.09 and the order of DCDRF Rohtak has already been implemented by the Respondent and sum of Rs. 15681/- has been refunded to the consumer vide sundry charges and allowance Register No. 466/282 dated 18.03.09 which was credited in consumer bill during billing month 5/09. Secondly, the consumer again requested for waiver off the surcharge. On consumer request the principal amount bill for Rs. 114752/- was delivered to Smt. Shashi Mehta w/o Sh. Parvesh Kumar at his residence on 30.07.09. But the consumer has not deposited the bill uptill date.

The sanctioned load of the consumer is 11.800KW in NDS category and he is not making the payment of his energy bills by making one pretext or the other. The surcharge waiver scheme for all category of consumer was in operation upto

31.10.09 as per Nigam's sales circular U-29/2009. But the consumer did not avail the benefit of surcharge waiver scheme.

During the proceedings held on 25.11.2010, the Respondents appeared before the Forum for arguments and documentary evidence, when the members of the Forum pointed out as what is the net amount presently payable by the petitioner. The Respondent finally told that the net amount of Rs.1,83,909/- is due from the petitioner as per calculation sheet submitted before the Forum.

Forum considered the facts and material on record and after due deliberations decided to recover the complainant is liable to make payment of the amount calculated by the respondents and the same should be recovered from the complainant within 15 days from the date of receipt of the order. In case the consumer does not pay the due amount by due date, the respondents should ensure that the PDCO is actually physically effected at site besides transferring the defaulting amount of Rs. 1,83,909/- to any other connection in the name of the complainant as agreed to by the respondent XEN on 25.11.2010.

Fine of Rs. 1000/- is imposed on CA who late supplied the requisite information, which eventually resulted in late decision.

The complaint is hereby disposed off without cost on either side. The order may be implemented immediately. File be consigned to office record.

The order is issued and signed by the Consumer Grievances Redressal Forum on 05.01.2011.

(Raj Roop Jakhar)
Member-III

(D.C. Aggarwal)
Member-II

(R.K. Jain)
Member-I



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Complaint No. CGRF-300/10

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch- /UH/CGRF-300

Dated:

Subject: - Order in respect of complaint of Sh. Parvesh Kumar regarding wrong billing problem.

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, Rohtak.
3. SE/ 'OP' Circle UHBVN, Rohtak.
4. SE/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP, City Division, UHBVN, Rohtak with a copy of order.
7. SDO/OP, CCC, S/Division, UHBVN, Rohtak.
8. Sh. Parvesh Kumar S/o Sh. Bhim Singh, R/o H. No. 172, Sector-1, Rohtak.

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