



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-405/10

To

The Managing Director,
UHBVN, Panchkula.

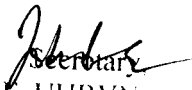
Memo No. Ch- 42 /UH/CGRF-405

Dated: 11.4.2011

Subject: - Order in respect of complaint of Sh. A.S. Bhatia regarding 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, Panchkula.
3. SE/ 'OP' Circle UHBVN, Ambala.
4. SE/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Panchkula with a copy of order.
7. SDO/OP, City S/Division, UHBVN, Panchkula.
8. Sh. A.S. Bhatia, 904, Antriksh Green, Kaushambi-201010, Ghaziabad.

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



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E-mail: uhbvn_forum2006@yahoo.com

Complaint No. UH/CGRF - 405 of 2010
Date of Institution 1.9.2010
Date of Hearing 22.3.2011
Date of Order 5.4.2011

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. A.S. Bhatia, 1005, Malviya Nagar, Gaziabad regarding billing problem.

-----Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Panchkula.
- (2) SDO, City Sub-Division, UHBVN, Panchkula.

.....Respondents

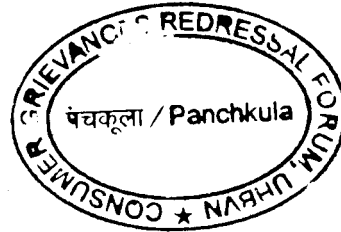
Appearance:-

For Complainant:

None.

For the Respondent:

None.



ORDER

The complainant Sh. A.S. Bhatia, R/O house No- 1005, Malviya Nagar, Gaziabad has got an electric connection bearing A/c No.PC-34- 2164-W-G under City Sub/Division, UHBVN, Panchkula and the Forum have the jurisdiction to try this suit.

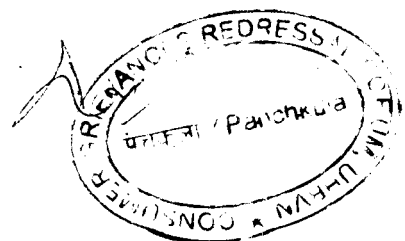
It has been pleaded by the complainant that the meter installed by the Nigam became defective for which a written complaint was lodged on 4.3.2010 with the concerned SDO which was marked to the JE. The meter could not be repaired / replaced by the Nigam despite repeated requests and visits. A letter sent to the AE was refused to be received after opening and reading the contents. Inflated bills on sanctioned load are continuing to be sent to the complainant though no AC, no cooler was ever installed. He was compelled to purchase a meter from the market which was improperly installed after testing by them. The new meter is also not working for which written complaint was made on 2.8.10 and his request for stopping the inflated bills remains unattended. He has also requested that the cost of the two meters alongwith testing fee be reimbursed to him.

The application of the petitioner was received in this office of the Forum on 1.9.10. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 8.9.10 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. Further notice of motion dated 20.10.10, 11.11.10, 9.12.10 were issued.

The respondent submitted the version dated 6.1.11 which was received on 7.1.11 stating that the energy meter of the complainant has been replaced vide MCO No- 26/201 Dated 2.6.10. The final reading was not visible for the old meter. The initial reading of the new meter was 0005. The adjustment of the bills would be made after six months as the consumption data of previous six months is not available with them.

Amg

Amo




However, subsequently, the respondent SDO has reported that the a/c of the complainant has been overhauled and Rs. 31470/- has been adjusted in the month of 2/2011 vide SCA No- 432/103/108 dt. 5.2.2011.


Forum considered the facts and observed that the account of the consumer has been set right. However, no benefit regarding cost of meters and testing charges can be given as he is required to bear the same.

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 5.4.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

