



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-408/10

To

The Managing Director,
UHBVN, Panchkula.


Memo No. Ch-30/UH/CGRF-408

Dated: 11.4.2011

Subject: - Order in respect of complaint of M/S Jagdish Oil Co. 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, Karnal.
4. SE/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP S/U Division No.1, UHBVN, Karnal with a copy of order.
7. SDO/OP, S/Division, UHBVN, Taraori.
8. Sh. Jagdish Chand S/o Sh. Suraj Bhan, Prop. Jagdish Oil Co., R/o H. No. 612, Sector-7, Urban Estate, Karnal.

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



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Complaint No.	UH/CGRF - 408 of 2010
Date of Institution	20.09.2010
Date of Hearing	22.03.2011
Date of Order	5.04.2011

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 M/s Jagdish Oil Co., HNo- 612, sector-7, Urban Estate, Karnal regarding billing problem.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Sub-Urban Division No-1, UHBVN, Karnal.
- (2) SDO, Op Sub-Division, UHBVN, Taraori.

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

None



ORDER

The complainant M/s Jagdish Oil Co., HNo- 612, sector-7, Urban Estate, Karnal has got an electric connection bearing A/c No. ST- 15-1160-P under Op Sub-Division, UHBVN, Taraori and the Forum has the jurisdiction to try this suit.

It has been pleaded by the complainant that he does not get full electric supply. But he gets bills on minimum basis. In case electricity is available and he does not run it, then the deptt can send the bills on minimum basis. On account of non availability of electricity supply his meter does not work for which he is not at fault. He has prayed that continuous supply of electricity be made available to him so that his meter can run more than the minimum.

The application of the petitioner was received in this office of the Forum on 20.09.10. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 22.09.10 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, 14.01.11 and 27.01.11 were issued.


The respondent submitted the version on 22.2011 stating that bills of the consumer is being sent on MMC because the consumption of the consumer is low as the electricity supply is through AP feeder. The meter of the has been checked and the working of the meter was found correct. The consumer has signed the A&A form with MMC condition. So the bill of the consumer is correct.


Forum considered the facts and observed that the billing is correct as per the provisions of the A&A form signed by him and no benefit can be extended to the complainant. However, the respondent may look into the feasibility of shifting the supply to complainant from Rural to Urban feeder.

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 5.04.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

