



## 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-410/10

To

The Managing Director,  
UHBVN, Panchkula.


Memo No. Ch-32 /UH/CGRF-410

Dated: 11/4/2011

**Subject: - Order in respect of complaint of M/S Bansal Rice Mills 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. M/S Bansal Rice Mills, Nadana Road, Village Shakheapur, Taraori-132116, Karnal.

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



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Complaint No.	UH/CGRF - 410 of 2010
Date of Institution	24.09.2010
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 Jakhra, Member-III.

In the matter of complaint of M/s Bansal Rice Mill, Vill ShakenPur, Taraori 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**

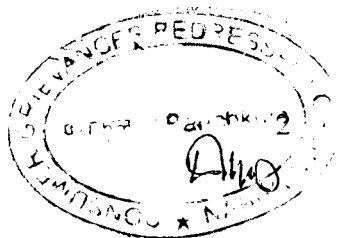
The complainant, M/s Bansal Rice Mill, Vill ShakenPur, Tararori has got an electric connection bearing A/c No. LS-89 under Op Sub-Division, UHBVN, Taraori. and the Forum has the jurisdiction to try this suit.

It has been pleaded by the complainant that he had requested for the TDCO of his electric connection upto 18.09.10. However, the Nigam discontinued his TDCO facility for the month of August 2010 and levied Minimum charges. On enquiry he was told that he could use upto 926 units in a month. However, he has actually 930 units so his TDCO facility has been withdrawn. After checking the record it was found that 930 units were consumed in 32 days instead of one month. On request to the SDO on 1.9.10 forwarded his application to XEn, Sub-Urban Division No-I who opined that one month consumption should not exceed 5% of the average monthly consumption for availing TDCO facility and the matter be decided in the light of these provisions. But the SDO is taking consumption of 32 days as consumption of one month and billing is being done without facility of TDCO. He has requested that necessary directions be issued to the SDO to set right his billing.

The application of the petitioner was received in this office of the Forum on 24.09.10. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 27.09.10 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 and 27.01.11 were issued.

The respondent submitted the version dated 21.01.11 received on 2.02.11 stating that matter has been got investigated from the SDO , Taraori. under XEn, Karnal memo No- 4677 dated 10.11.10. The SDO has been intimated that the billing problem of the consumer has been solved by adjusting Rs. 36769/- vide SCA No-125/17.

The consumer vide his written submission dated 10.11.10 addressed to Secretary, CGRF has stated that his complaint is solved by XEN, Karnal and now there is no issue.



Amj

Amj


The dates for hearing were fixed for 9.02.11 and 8.03.11 when neither of the parties appeared before the Forum.

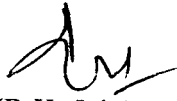
Forum considered the facts and observed that since the grievance of the complainant has been redressed and he has not appeared before the Forum so there is nothing left to be considered by the Form.

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

