



## CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

Shakti Bhawan, 11nd Floor, Room No.317, Sector-6, Panchkula

E-mail: uhbvn\_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-424/10

To

The Managing Director,  
UHBVN, Panchkula.


Memo No. Ch-28 /UH/CGRF-424

Dated: 1.4.2011

**Subject: - Order in respect of complaint of Sh. Bikram Singh 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/TL, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP, Division, UHBVN, Ambala Cantt. with a copy of order
7. SDO/OP, S/Division, UHBVN, Babyal.
8. Sh. Bikram Singh S/o Sh. Ram Pal, R/o Village Manglai, Ambala

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



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Complaint No.	UH/CGRF – 424 of 2010
Date of Institution	25.10.2010
Date of Hearing	8.3.2011
Date of Order	21.03.2011

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. Bikram Singh s/o Sh. Ram Pal Singh Vill.  
Manglai, Distt Ambala regarding billing problem.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Ambala Cantt.
- (2) SDO, Op Sub-Division, UHBVN, Babyal.

.....Respondents

Appearance:-

For Complainant:

Sh. Rajeshwar Kumar.

For the Respondent:

Sh. S.K. Goel, SDO, Op Sub-Division, UHBVN, Babyal.



**ORDER**

The complainant Sh. Bikram Singh s/o Sh. Ram Pal Singh Vill. Manglai, Distt Ambala has got an electric connection bearing A/c No. BB-03 – 1410 –L under Op Sub-Division, UHBVN, Babyal and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that his average consumption is around 40-45 units per month. His family does not always reside at this place because he is working at Delhi and most of the time his premises remain locked / closed. Since March – 08 he has been asked to pay for 240 units which appear to be unjustified because such a huge consumption have never remained a part of his electric consumption. Now the Nigam has started sending bills for 480 units making double the consumption. Despite several visits his bills have not been rectified. Rather his connection has been disconnected during Feb / March 2010 in his absence and without any written information to him. The complainant has prayed that his bill be corrected and the connection be reconnected at the earliest.

The application of the petitioner was received in this office of the Forum on 20.10.2010. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 25.10.10 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version along with affidavit. The complainant submitted affidavit dated 12.11.10 on 19.11.10. Further notice of motion dated 22.11.10, 9.12.10.

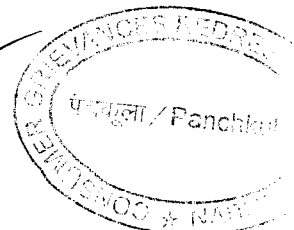
The respondent submitted the version dated 6.01.2011 stating that for the month of 6/2008 the bill was issued on average basis fro 240 units and the meter was defective on reading 5432 onwards. The consumer was billed on average basis till March 2010 but he failed to deposit Rs. 20625/- outstanding against him. The meter was removed on non-payment. No request of the consumer for rectification of bill is available in the office. After the scrutiny of the record it is clear that the meter eas removed on meter working OK. Hence the bills will be rectified on the baiss of the

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**Complaint No. 424 of 2010**

reading recorded by the meter if it is more than MMC otherwise MMC would be charged.


Summons were issued for 9.2.2011 and 8.3.2011 when during arguments the respondent SDO confirmed that he had rectified the bills of the complainant. Sh. Rajeshwar Kumar on behalf the complainant deposed before the Forum that he agrees with the rectification of his account made by the respondent SDO and that a sum of Rs. 6138/- would be deposited by him within a week's time.


Forum considered the facts and observed that the grievance of the consumer stands redressed no further action is required in the matter.

The petition is therefore 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 21.03.2011.**

  
(Raj Roop Jakhar)  
Member-III

  
(D.C. Aggarwal)  
Member-II

  
(R.K. Jain)  
Member-I

