



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-432/10

To

The Managing Director,
UHBVN, Panchkula.


Memo No. Ch- 16 /UH/CGRF-432

Dated: 9.3.2011

Subject: - Order in respect of complaint of Sh. A. Manchanda 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, 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, S/Division No.2, UHBVN, Rohtak.
8. Sh. A. Manchanda S/o Sh. S. Manchanda, R/o H. No. 18-A, Gopal Complex, 1st Floor, Civil Lines, Rohtak-124001.

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



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Complaint No. UH/CGRF – 432 of 2010
Date of Institution 8.11.2010
Date of Hearing 20.01.2011
Date of Order 01.03.2011

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. A. Manchanda, Gopal Complex, Rohtak regarding wrong billing.

.....Complainant/Petitioner

Vs

- (1) XEN, City Division, UHBVN, Rohtak.
- (2) SDO, OP Sub-Division No-2, UHBVN, Rohtak.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Sh. Surinder Singh, SDO, OP Sub-Division No-2, UHBVN, Rohtak



ORDER

The complainant Sh. A. Manchanda R/O Gopal Complex, Rohtak has got an electric connection bearing A/c No. N-2 - 992 under OP Sub-Division No-2, UHBVN, Rohtak and the Forum has the jurisdiction to try this suit.

It has been pleaded by the complainant that the bill for the period 21.7.10 to 21.09.10 sent to him shows old reading as 20712 and new reading as 23500 units thus consumption of 2788 units. He personally checked the meter reading on 13.10.10 at 16.12 pm when the reading was 23089. He has already reported such problem but no action was taken. He has pleaded that without consuming 2788 units sending the bill is an act of harassment, torturing and against the interest of the consumer.

The application of the petitioner was received in this office of the Forum on 2.11.10. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 8.11.10 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. Further notice of motion dated 1.12.10 was issued to the respondent XEn to submit version and the affidavit.

The respondent submitted the version dated 14.12.10 stating that on receipt of the representation of the consumer dated 14.10.10 the meter was checked by the JE on 3.11.10 and it was found OK with reading as 23362. So the bill has been rectified on 4.11.10 upto reading 22500 for the billing cycle 21.7.10 to 21.9.10 and the consumer has deposited the actual amount i.e. Rs. 8480/-.

Summons was issued to both the parties for attending the hearing on 20.01.11 for arguments. On this date the complainant did not appear. However the respondent SDO again confirmed the action taken and the reply already submitted as per version. Subsequently a letter dated 16.01.10 of the consumer was received in the o/o the Forum on 24.01.10 confirming the rectification of his bill.

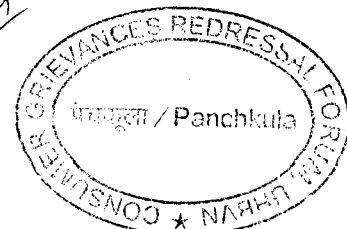
Forum considered the facts and observed that -

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[Handwritten signature]





The grievance of the complainant stands settled and he is satisfied with the action of the respondent SDO. The Forum therefore decides that the petition be disposed off 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 01.03.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

