



## 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. CGRI-435/10

To

The Managing Director,  
UHBVN, Panchkula.

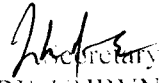
Memo No. Ch-20 /UH/CGRF-435

Dated: 1.4.2011

**Subject: - Order in respect of complaint of Sh. Vinod Kumar 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, City Division, UHBVN, Karnal with a copy of order.
7. SDO/OP, S/U, S/Division. UHBVN, Karnal.
8. Sh. Vinod Kumar, Prop. Nidhi Enterprises, SCO No. 23, Sector-3, Karnal.

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



**CONSUMER GRIEVANCES REDRESSAL FORUM**  
**Uttar Haryana Bijli Vitran Nigam**  
Room No.317, IInd Floor, Shakti Bhawan, Sector-6, Panchkula  
E-mail: uhbvn\_forum2006@yahoo.com

Complaint No. UH/CGRF – 435 of 2010  
Date of Institution 16.11.2010  
Date of Hearing 8.03.2011  
Date of Order 25.03.2011

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. Vinod Kumar, Prop Nidhi Enterprises,  
SCO-N0-23, setor-3, Karnal regarding billing problem.

.....Complainant/Petitioner

Vs

- (1) XEN, City Division, UHBVN, Karnal.
- (2) SDO, Sub-Urban Sub-Division, UHBVN, Karnal.

.....Respondents

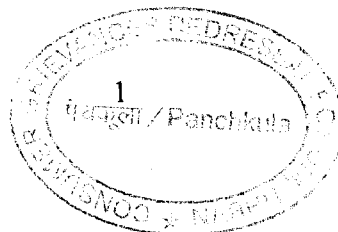
Appearance:-

For Complainant:

None

For the Respondent:

Sh. Pankaj Dhawan, SDO, Sub-Urban Sub-Division, UHBVN, Karnal



**ORDER**

The complainant Sh. Vinod Kumar, Prop Nidhi Enterprises, SCO-N0-23, setor-3, Karnal has got an electric connection bearing A/c No. LS-36-325-Y under Sub-Urban Sub-Division, UHBVN, Karnal and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that his bill is being made on the basis of wrong meter reading. His meter is working OK. No meter reader has visited his premises for taking meter readings and his billing is being done on average basis. He has personally met the SDO, Model Town, Karnal many times but the SDO has not taken any action. He has pleaded before the Forum to send the bill on the basis of actual meter reading. Any amount charged in excess by the department may be adjusted in the subsequent bills.

The application of the petitioner was received in this office of the Forum on 15.11.10. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 18.11.10 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

The respondent submitted the version dated 7.12.10 stating that the consumer meter was checked on 6.10.09 by M&T, Karnal for suspected theft. As per the M&T report No- 505/MT-30 dt. 20.10.09 the consumer was making theft and Rs. 194516/- were charged on a/c of theft which was deposited by the consumer. Further, new meter was installed vide SJO No- 71/400 dt. 3.11.09. However, the SJO was entered in the ledger twice as such a/c of the complainant has been overhauled and Rs. 18029/- has been adjusted in complainant a/c.

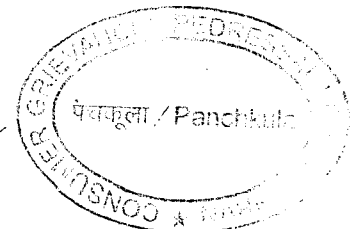
Summon were issued for 7.01.2011 when the complainant was absent. The respondent corroborated his earlier version that Rs. 18029/- stands adjusted. On the next date of hearing on 9.2.2011 both the parties absented. Again the next date of hearing was fixed for 8.3.2011 when the complainant absented. However, the respondent SDO again confirmed that the case has been settled and there is no pending grievance of the complainant.

*My*

*AWO*

2

*AWO*





Forum considered the facts and observed that the consumer has preferred to remain absent on all the occasions given to him to plead / defend his case. On the basis of the deposition of the respondent SDO, the Forum observed that the grievance of the complainant stands settled and no further action is required in the matter.

The petition is hereby 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 25.03.2011.

  
(Raj Roop Jakhar)  
Member-III

  
(D.C. Aggarwal)  
Member-II

  
(R.K. Jain)  
Member-I

