



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbv_n_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-443/10

To

The Managing Director,
UHBVN, Panchkula.


Memo No. Ch- 18/UH/CGRF-443

Dated: 9.3.2011

Subject: - Order in respect of complaint of Sh. Raj Kumar Saini 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, Yamuna Nagar.
4. SE/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Naraingarh with a copy of order.
7. SDO/OP, S/Division, UHBVN, Sahazadpur.
8. Sh. Raj Kumar Saini S/o Sh. Rameshwar Dass Saini, R/o Village Patarahdi, Tehsil Naraingarh, Ambala.

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



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Complaint No. UH/CGRF – 443 of 2010
Date of Institution 3.12.2010
Date of Hearing 9.02.2011
Date of Order 1.03.2011

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. Raj Kumar Saini, R/O Vill. Pattarahdi,
Naraingarh regarding billing prolem

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Naraingarh.
- (2) SDO, Op Sub-Division, UHBVN, Shazadpur.

.....Respondents

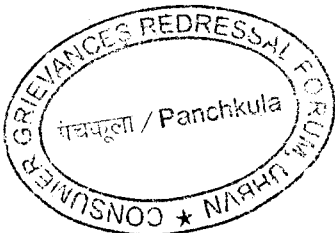
Appearance:-

For Complainant:

Sh. Raj Kumar

For the Respondent:

Sh. Rakesh Kumar. LDC o/o SDO, Op Sub-Division, UHBVN, Shazadpur.



ORDER

The complainant Sh. Raj Kumar Saini, R/O Vill. Pattarahdi, Naraingarh has got an electric connection bearing A/c No. A-3 – 0393 under Op Sub-Division, UHBVN, Shazadpur and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that he had taken a tubewell connection during June 2010 under self financing scheme. On 24.07.10 his meter became defective. The matter was intimated to the sub-division. During checking the meter was found burnt at meter reading 3150 for which a bill of Rs. 788/- dated 10.08.10 was issued. He deposited the same. On 13.09.10 bill for August for 3150 reading for Rs. 1588/- was issued. However the tubewell did not run during August due to heavy rains. Both the bills had different names which were got corrected. Bill was got corrected fro Rs. 1588/- to Rs. 788/-. On 13.10.10 without seeing the meter reading bill of Rs. 1495/- for 5980 units was issued. He requested SDO Shazadpur to correct his bill since the reading was 1634 units but no action was taken. Again on 13.11.10 without taking the actual reading a bill for Rs. 2305/- was issued which should have been on negative side since he had already made payment upto the reading of 3150 units. Till the date of petition 29.11.10 the meter reading was 2766 units.

The application of the petitioner was received in this office of the Forum on 2.12.10. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 7.12.10 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. The complainant submitted the affidavit dated 13.12.10.

The respondent submitted the version dated 27.12.10 stating that the bill of the consumer has been corrected through SC&AR No- 62/117 and the excess amount charged has been adjusted in his a/c and the HESL staff has been directed to collect the meter reading properly in future.

Summon dated 28.12.10 was issued to both the parties to appear before the Forum on 7.01.2011 to defend their respective stands when the respondent remained absent. However the complainant was present. Again the summon dated 7.01.2011

Amf

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was issued for 9.02.2011. On 9.02.2011 both the parties appeared and the complainant gave in writing that his grievance had been redressed.

Forum considered the facts and observed that since the grievance of the consumer has been redressed, the petition is 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 1.03.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

