



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-450/10

To

The Managing Director,
UHBVN, Panchkula.


Memo No. Ch-16 /UHB/CGRF-450

Dated: 1. 4. 2011

Subject: - Order in respect of complaint of Sh. Sudhir Windlas regarding imposing of fixed charges.

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/BHRC, Sec-1, Panchkula.
2. CE/OP, UHBVN, Panchkula.
3. SE/OP Circle UHBVN, Ambala
4. SE/Commercial UHBVN, Panchkula
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Ambala Cantt. with a copy of order.
7. SDO/OP, S/Division No.2, UHBVN, Ambala Cantt.
8. Sh. Sudhir Windlas, R/o Plot No. 41, Industrial Area, Phase-2, Panchkula.

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



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E-mail: uhbv_n_forum2006@yahoo.com

Complaint No. UH/CGRF – 450 of 2010
Date of Institution 03.01.2011
Date of Hearing 8.03.2011
Date of Order 17.03.2011

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. Sudhir Windlass, Director, Windlass Education Centre, Opposite. GPO, Staff Road, Ambala Cantt regarding levy of fixed charges.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Ambala Cantt.
- (2) SDO, Op Sub-Division No-2, UHBVN, Ambala Cantt.

.....Respondents

Appearance:-

For Complainant:

Sh. Sudhir Windlass

For the Respondent:

Sh. Jai Gopal Singh. SDO, Op Sub-Division No-2, UHBVN. Ambala Cantt.



ORDER

The complainant Sh. Sudhir Windlass, Director, Windlass Education Centre, Opposite. GPO, Staff Road, Ambala Cantt has got an electric connection bearing A/c No. AB-20 -1108 – M under SDO, Op Sub-Division No-2, UHBVN, Ambala Cantt and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that he has received bill for the month of October / November 2010 in which fixed charges for Rs. 8060/- has been imposed on him. He demanded copy of circular imposing Fixed Charges from SDO but in vain. Fixed charges seem to be wrong as minimum charges were already being taken by the department. He has paid both the bills under protest. He has pleaded tfor reimbursement of fixed charges and to supply him a copy of the Circular and a copy of the HERC through which this amount is charged.

The application of the complainant was received in this office of the Forum on 30.12.2010. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 3.01.2011 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version along with affidavit. Further notice of motion dated 27.01.2011 was issued to the respondent.

The respondent submitted the version dated 14.02.2011 enclosing the copy of Sales Circular No- U-28/2010 providing levy of Fixed Charges. During hearing proceedings on 8.3.2011 the complainant was apprised that the charges were leviable as per the ibid Sales Circular and the respondent SDO was asked to supply a copy of the SC to the complainant. Respondent SDO assured that he will immediately supply the copy of the SC to the complainant under intimation to the Forum. The complainant was satisfied.

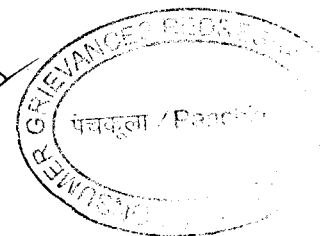
Forum considered the facts and observed that levy of Fixed Charges is a policy matter applicable to all the consumers in the UHBVN and that the copy of the Sales Circular shall be supplied by the respondent, the grievance of complainant stands settled.

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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 17.03.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

