



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. 0172-2541896

Complaint No. CGRF-464/11

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch-18 /UH/CGRF-464

Dated: 6.6.2011

Subject: - Order in respect of complaint of Sh. L.C. Gupta 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/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Panchkula with a copy of order
7. SDO/OP, City S/Division, UHBVN, Panchkula.
8. Sh. L.C. Gupta, R/o H. No. 873, Sector-7, Panchkula.

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



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E-mail: uhbvn_forum2006@yahoo.com

Complaint No. UH/CGRF - 464 of 2010
Date of Institution 4.03.2011
Date of Hearing 2.06.2011
Date of Order 7.06.2011

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. L.C. Gupta, H.No- 873, Sector-7, Panchkula
excessive billing.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Panchkula.
- (2) SDO, City Sub-Division, UHBVN, Panchkula.

.....Respondents

Appearance:-

For Complainant:

Sh. L.C. Gupta.

For the Respondent:

SDO, City Sub-Division, UHBVN, Panchkula.



Complaint No. 464 of 2011

ORDER

The complainant Sh. L.C. Gupta, H.No- 873, Sector-7, Panchkula has got an
28-1030 Y.C. under City Sub-Division,

UHBVN, Panchkula and the Forum have the jurisdiction. It has been pleaded by the complainant that his bill for the period 20.10.10 to 20.12.10 was Rs. 1719/- for 296 units. He paid the same. On enquiry from the office he was told that the bill has been issued as per connected load and not as per the units consumed. He is a senior citizen and is in the habit of using electricity most judiciously and economically instead of keeping all the lights in running condition. It seems that whosoever consumes electricity is penalised by charging as per connected load and not as per actual consumption which shows the hollowness of the slogan published i.e. save electricity to help nation, energy saved is energy generated, use CFL to save electricity, use ISI marked equipments. He has prayed before the Forum for issue of his bills as per his actual consumption and not as per the connected load and adjust the excess amount charged.

The application of the petitioner was received in the office of the Forum on 3.3.11. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 7.3.11 were issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. Further notice of motion dated 28.3.11 was issued

The respondent submitted the version on 13.4.11 stating that the complaint has been sorted out and adjustment made after the account was overhauled.

The Summons were issued for hearing on 11.5.11 and 2.6.11. The complainant contested that his point of submission was that his bills should be based on actual consumption rather than on load basis.

Forum considered the facts and observed that the plea of the complainant is not maintainable. The billing is done on actual consumption or MMC whichever is more. The MMC is based on load is charged keeping in view the instructions of the Nigam. So the billing done to the complainant is in order.

The petition is hereby disposed of without any cost on either side.

Amz

Amz 2





File be consigned to the office record.

The order is issued and signed by the Consumer Grievances Redressal Forum
on 7.06.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

