



**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. CGRF-466/11

To

The Managing Director,  
UHBVN, Panchkula.

Memo No. Ch-53 /UH/CGRF-466

Dated: 30/12/2011

Subject: - Order in respect of complaint of Smt. Sushma Bhatia 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, Panipat.
4. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
5. XEN/OP City Division, UHBVN, Panipat with a copy of order.
6. SDO/OP, S/Division, Model Town, UHBVN, Panipat.
7. Smt. Sushma Bhatia W/o Sh. Subhash Chander Bhatia, R/o H. No. 115, Bhatia Colony, Panipat-132103.

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

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|---------------------|-----------------------|
| Complaint No.       | UH/CGRF - 466 of 2011 |
| Date of Institution | 14.03.2011            |
| Date of Hearing     | 23.11.2011            |
| Date of Order       | 25.11.2011            |

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 Smt. Sushma Bhatia r/o HNo- 115, Bhatia Colony, Panipat regarding billing problem

.....Complainant/Petitioner

Vs

- (1) XEN, City Division, UHBVN, Panipat.
- (2) SDO, Op Model Town Sub-Division, UHBVN, Panipat

.....Respondents

Appearance:-

For Complainant:

Sh. Subhash Chander

For the Respondent:

1. Sh. P.K. Goyal, XEN, City Division, UHBVN, Panipat.
2. Sh. S.K. Goyat, SDO, Op Model Town Sub-Division, UHBVN, Panipat



ORDER

The complainant Smt. Sushma Bhatia r/o HNo- 115, Bhatia Colony, Panipat has got two electric connection bearing A/c No. ZF 11 / 0671-F and ZF 11 / 0711-X under Op Model Town Sub-Division, UHBVN, Panipat and the Forum have the jurisdiction to try this complaint.

It has been pleaded by the complainant that regarding a/c No- ZF 11 / 0671 -F, the meter reader Mr. Roshan Lal intimated reading more than actual reading. She lodged a complaint on 10.3.10 but no action was taken. On the other hand the same meter reader declared the other meter of A/c No- ZF 11 / 0711-X dead / defective. Reason for which has not been given till date. She filed complaints on 19.2.10, 7.7.10, 8.11.10 and 2.1.11 but no action has been taken. Action taken was that the meter reader was only transferred. Against a/c No- ZF 11 / 0711-X the bills sent on 28.2.11/ 3.3.11 is on reading higher than actual. Sometimes the bill is being sent on average for 200 / 400 units rather than actual. In Feb 2010 bill was sent on average of 200 units and in the next bill of 28.4.10 the old bill was added. The complainant has requested that the bills may be got rectified on the basis of actual meter reading.

The application of the petitioner was received in the office of the Forum on 14.03.10. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 16.3.11 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. Further notice of motion dated 8.4.11, 29.4.11 were issued.

The respondent did not submit the version so the matter was taken up for hearing and Summon were issued for hearing on 25.5.11, 22.6.11, 20.7.11, 25.8.11, 21.9.11, 19.10.11 and finally on 23.11.11.

On 22.6.11 the respondent SDO submitted a copy of memo No- Nil dated Nil addressed to the complainant informing that Sh. Sunil Kumar, JE visited her house on 25.5.11 for replacement of the electromechanical meter with electronic meter but she opposed the same. The bill of the complainant could be rectified after change of meter. The respondent asked the complainant to get her meter replaced within 2 days otherwise she would be responsible for wrong billing.

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On the hearing on 20.7.11, the respondent SDO deposed before the Forum that Sh. Roshan Lal Meter Reader had taken excess reading. He was chargesheeted for not recording the correct reading and for showing the meter as dead stop of a/c No- ZF 11 / 0711-X during 10.3.10. The excess billing has been adjusted vide SCAR No- 169/150/132 and 1591/150/132 and excess amount adjusted as refundable. The Forum directed the respondents that details be supplied to the complainant.

Since the respondent SDO did not submit details even during subsequent hearings, the XEn City Division, UHBVN, Panipat was directed to appear personally before the Forum on 23.11.11.

On 23.11.11 the respondent SDO submitted in writing that bills of complainant have been rectified and refunds allowed vide SCAR No- 270/82/140 and 1591/150/132. On this the complainant again requested that detailed calculations may be supplied to her. Forum directed the respondents to submit necessary details to the complainant. The SDO further reiterated that a Chargesheet has been prepared against the Meter Reader for lapse on his part. On this date the XEn assured the forum that complete details of adjustments shall be supplied to the complainant. The complainant also agreed that he will examine the details and present further grievance if any to the XEn. The SDO also resubmitted that the complainant was resisting for change of the mechanical meter with the electro-mechanical meter and notice has been given to the consumer for removal of old meter so as to install the electronic meter.

After due deliberation and on the basis of facts and evidences on record, the Forum decided that the details of calculation be supplied to the complainant and the benefits be reflected in her next bills. The old meter should be removed and sent to lab for testing and further action for reviewing the a/c of the complainant be taken on the basis of the report of the M&T Lab.

The petition is hereby disposed of without any cost on either side. File be consigned to the office record.

The order is signed and issued by the Consumer Grievances Redressal Forum on 25.11.2011.

  
(Raj Roop Jakhar)  
Member-III

  
(D.C. Aggarwal)  
Member-II

  
(R.K. Jain)  
Member-I

