



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-509/11

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 24/UH/CGRF-509

Dated: 24. 10. 2011

Subject: - Order in respect of complaint of Sh. Deepak 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, 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/Division, Model Town, UHBVN, Karnal.
8. Sh. Deepak Bhatia, R/o H. No. B-351, National Fertilized Ltd., Township, G.T. Road, Panipat-132106.

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



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Complaint No.	UH/CGRF - 509 of 2011
Date of Institution	13.07.2011
Date of Hearing	27.09.2011
Date of Order	05.10.2011

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. Deepak Bhatia, B-351, NFL Township, GT Road Panipat regarding billing problem in his HNo- 948-A sector-9, Karnal.

.....Complainant/Petitioner

Vs

- (1) XEN, City Division, UHBVN, Karnal
- (2) SDO, Model Town Sub-Division, UHBVN, Karnal

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

None



ORDER

The complainant Sh. Deepak Bhatia, B-351, NFL Township, GT Road Panipat has got an electric connection bearing A/c No. LS-37- 0819-A in his HNo-948-A sector-9, Karnal under Model Town Sub-Division, UHBVN, Karnal and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that his house at Karnal is lying vacant since 17.9.10 and no electricity is being consumed. He has informed the facts to sub-division office through speed post copy of which he has attached with the complaint. Even then a bill of Rs. 1063/- has been issued to him copy of which is stated to have been attached (but actually not found attached). No action was taken by the Sub-Division office on his representation and a further a bill of Rs. 12377/- has been issued a copy of which has been found attached with the complaint. He has pleaded before the Forum to set his bills right.

The application of the petitioner was received in this office of the Forum on 13.7.11. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 15.7.11 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

The respondent submitted the version dated 1.8.11 stating that the meter of the consumer was defective. MCO has been issued on consumer request. The consumer submitted new meter which is under testing with M&T Lab Karnal. The consumer a/c would be overhauled after replacement of new meter.

The complainant made another application to the Forum dated 1.8.11 that he visited sub-division office 15.7.11 and his billing problem had been redressed by the sub-division.

Summon for hearing on 25.8.11 and 6.9.11, were issued to both the parties when none was present. Further Summon were issued for hearing on 14.9.2011 and 27.9.11 when again none of the parties appeared before the Forum.









Complaint No. 509 of 2010


Forum considered the facts and observed that the grievance of the complainant has been redressed which he has given in writing and also did not appear the Forum on any date of hearing.

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 05.10.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

