



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-515/11

To

The Managing Director,  
UHBVN. Panchkula.

Memo No. Ch-23 /UH/CGRF-515

Dated: 24/10/2011

Subject: - Order in respect of complaint of Sh. Ramesh Nagpal regarding metering 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. Ramesh Nagpal, Plot No. 335, Phase-II, Industrial Area, Panchkula.

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



**CONSUMER GRIEVANCES REDRESSAL FORUM**

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

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Complaint No. UH/CGRF - 515 of 2011  
Date of Institution 26.07.2011  
Date of Hearing 27.09.2011  
Date of Order 03.10.2011

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. Ramesh Nagpal, Plot No- 335, Ph-II, Indl Area, Panchkula regarding billing problem.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

Sh. R.K. Nagpal

For the Respondent:

Sh. Himanshu Sheokand, SDO, City Sub-Division, UHBVN, Panchkula



ORDER

The complainant Sh. Ramesh Nagpal, Plot No- 335, Ph-II, Indl Area, Panchkula has got an electric connection bearing A/c No. PM-470 under City Sub-Division, UHBVN, Panchkula and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that SDO vide memo No- 1769 dt 30.9.10 asked him to supply LT CT meter with box along with other material as per Nigam specification within two days, so that his LT CT meter could be installed in place of existing whole current meter, which was otherwise in perfect condition and the bills were being paid regularly by him. The meter was got changed in 2/2011. However, the meter installed was defective and SDO changed the meter during mid of March 2011. The bills sent earlier were correct. The time taken to install the meter was 10-16 days and a bill of Rs. 11529/- was sent vide memo No- 752 dt 23.6.11 which was not acceptable to him. He went to the SDO office but no satisfactory response was given to him. He has pleaded before the Forum to set right his bill.

The application of the petitioner was received in this office of the Forum on 26.7.11. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 28.7.11 was issued to both the parties asking the respondent to submit version.

The respondent submitted the version dated 16.8.11 stating that the a/c of the consumer was overhauled for the period 1/2011 to 3/2011 by the Internal Audit party by taking base of the period 7/2010 to 12/2010 treating the meter to be defective as per the checking report of M&P. The meter was replaced twice, first vide MCO No- 057 dt 8.2.11 and then vide MCO No- 1/225 dt 28.2.11.

Summon were issued to both the parties for hearing on 6.9.11, 14.9.11 and 27.9.11. During hearing on 14.9.11 the respondent SDO corroborated before the Forum that as per consumer request his a/c has now been overhauled on the basis of next three month consumption i.e. from April to June 2011 after replacement of the defective meter and Rs. 5889/- has been adjusted as refundable. However the complainant argued that the adjustment made by the SDO does not include the amount already paid i.e. Rs. 4430/-. He requested for adjustment of this amount and

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total amount to be adjusted was Rs. 10319/- instead of Rs. 5889/- adjusted by the respondent. The Forum directed the respondent SDO to review the whole calculations. On the next of hearing on 27.9.11 the SDO submitted revised calculation stating the since the period during which the meter was defective was very short in Feb and March 2011 so he has recalculated the amount chargeable on proportionate basis for consumption of the rest of the period of the respective months. As per this calculation the amount refundable comes to Rs. 10303/- against Rs. 11529/- and net chargeable amount comes to Rs. 1226/-. The complainant agreed to this and submitted in writing that he was satisfied with this adjustment.

The Forum considered the facts and observed that the grievance of the complainant had been settled and no further action was required in the matter.

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 03.10.2011.

  
(Raj Roop Jakhar)  
Member-III

  
(D.C. Aggarwal)  
Member-II

  
(R.K. Jain)  
Member-I

