



## CONSUMER GRIEVANCES REDRESSAL FORUM

### Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbv\_n\_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-517/11

To

The Managing Director,  
UHBVN, Panchkula.

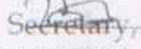
Memo No. Ch-22/UH/CGRF-517

Dated: 30/12/2011

Subject: - Order in respect of complaint of Sh. Surender Singh 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.

5. Secretary/HERC, Sec-4, Panchkula.
6. CE/OP, UHBVN, Rohtak.
3. SE/ 'OP' Circle UHBVN, Rohtak.
- ✓ 4. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
5. XEN/OP S/U Division No.1, UHBVN, Rohtak with a copy of order.
6. SDO/OP, S/U S/Division, UHBVN, Kalanaur.
7. Sh. Surender Singh S/o Sh. Late Hawa Singh, R/o Village Marodhi Jatan, Tehsil Kalanaur, Rohtak-124001.

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

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Complaint No.	UH/CGRF - 517 of 2011
Date of Institution	01.08.2011
Date of Hearing	23.11.2011
Date of Order	30.11.2011

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 Sh. Surender Singh s/o Sh. Hawa Singh r/o Vill Marodhi, Rohtak regarding billing problem.

.....Complainant/Petitioner

Vs

- (1) XEN, Sub-Urban Division No- 1, Rohtak.
- (2) SDO, Sub-Urban Sub-Division, UHBVN, Kalanaur.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Sh. D.S. Sindhu, SDO, Sub-Urban Sub-Division, UHBVN, Kalanaur.



ORDER

The complainant Sh. Surender Singh s/o Sh. Hawa Singh r/o Vill Marodhi, Rohtak has got an electric connection bearing A/c No. R 31 C 541/ 0649 H under Sub-Urban Sub-Division, UHBVN, Kalanaur and the Forum have the jurisdiction to try this complaint.

It has been pleaded by the complainant that his bills are calculated wrongly. From the perusal of bill No- 1714 dt 24.2.11 for Rs. 39148/-, 1713 dt. 25.4.11 for Rs. 41542/- and 1744 dt 24.6.11 for Rs. 44005/- it is clear that the calculation is totally wrong and excessive. How the arrears have been generated by the respondents have not been indicated. He has made several requests to the respondents but they are not listening. He has sprayed before the Forum that his bills may be corrected and excessive amounts be refunded / adjusted.

The application of the petitioner was received in this office of the Forum on 27.7.11. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 1.8.11 was issued to both the parties asking complainant to submit affidavit and asking the respondent to submit version.

The respondent submitted the version dated 25.8.11 stating that the complaint is wrong and therefore denied because Rs. 41506/- is outstanding against the complainant. It is wrong to say that bills were wrongly calculated or the complainant never defaulted in making payment. He is defaulter from 11/2006 to till date. The bills are as per the record and as per the electricity consumed by the complainant. Copy of the ledger has been supplied by the respondent. The respondent SDO has prayed that the complaint be dismissed. The respondent has submitted copy of the PDCO showing that PDCO was effected on 7.10.10 as the meter was defective. He has also supplied an affidavit from the Sh. Jai Narayan, JE stating that the JE had visited the premises of the complainant on 15.11.09 alongwith PDCO No- 53/218 dt. 13.11.2009 to remove the meter because of default in payment but ladies present there refused to remove the meter and also did not allow disconnection of supply.

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During proceedings held on 21.9.11 and 19.10.11 the respondent corroborated his stand taken in the version. During hearing held on 23.11.11, when the complainant was absent, the respondent SDO again reiterated his stand taken earlier. The complainant failed to defend his case before the Forum.

Forum considered the facts and observed that –

- 1 The complainant had been defaulter since 11/2006.
- 2 The meter was never declared defective during 11/2006 to 10/2010.
- 3 The meter has not been declared defective even today and no evidence has been produced in support of this.
- 4 For quite a long period the meter reader has not been taking reading. The ledger shows continued meter reading as 1382 from 11/06 to 4/2010, 1394 in 6/10, 1607 in 8/10, and 1875 in 10/10 onward. So there seems to be serious slackness on the part of meter reader and the respondents which continued for about 4 years.
- 5 The complainant never approached the respondent when he was getting bills on average and no such evidence has been produced before the Forum by the complainant. At the same time he did not deposit the amount of bills for 4 years. So there appears to be some connivance of the consumer with the field staff. Because for default from 11/2006 to 11/2009 no efforts were made by the respondent to disconnect the supply. The PDCO could eventually be made effective in 10/2010 only.
- 6 The complainant has been billed on average basis even after effecting the PDCO which is wrong because the billing should have been stopped after effecting the PDCO.

The Forum, after due deliberations and considering the evidence on record decides that the complainant be charged only upto the date of effective the PDCO i.e.10/2010 and surcharge thereafter for next six months. Any billing done after that may be withdrawn. The billing for earlier period may be charged as already billed.

*Amx*

*Amo*

*Am*






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 30.11.11.



(Raj Roop Jakhar)  
Member-III



(D.C. Aggarwal)  
Member-II



(R.K. Jain)  
Member-I

