



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-525/11

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 15 /UH/CGRF-525

Dated: 2.12.2011

Subject: - Order in respect of complaint of Sh. M.R. Rajpal regarding wrong billing.

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, Sonipat.
4. SE/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP City Division, UHBVN, Sonipat with a copy of order.
7. SDO/OP, S/Division, Model Town, UHBVN, Sonipat.
8. Sh. M.R. Rajpal, R/o H. No. 736, Sector-14, Sonipat-131001.

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

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|---------------------|-----------------------|
| Complaint No. | UH/CGRF - 525 of 2011 |
| Date of Institution | 13.09.2011 |
| Date of Hearing | 19.10.2011 |
| Date of Order | 24.10.2011 |

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. M.R. Rajpal, HNO- 736, sector-14, Sonapat regarding billing problem.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Joginder Singh, SDO, Op Sub-Division, Model Town, UHBVN, Sonapat.



ORDER

The complainant Sh. M.R. Rajpal, HNO- 736, sector-14, Sonapat has got an electric connection bearing A/c No. RK-11-0091-W under Op Sub-Division, Model Town, UHBVN, Sonapat and the Forum have the jurisdiction to try this complaint.

It has been pleaded by the complainant that his meter under A/c No- No. RK-11-0091-W was disconnected and replaced with meter No- RK-11-751-W on 29.7.11. A bill for Rs. 338/- was deposited by him. The old meter had a reading of 2017-09. The next bill N0- 2544 dt 25.8.11 of the new meter with wrong reading 2028-2017 was issued. The date of PD was shown as 2.9.11. One more bill was issued upto 2.9.11. The complainant has pleaded that justice may be done to him.

The application of the petitioner was received in this office of the Forum on 12.9.11. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 13.9.11 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. Further notice of motion dated 4.10.11 was issued and the respondents were directed to submit the version latest by 10.10.11 duly supported by affidavit.

The respondent submitted the version dated 3.10.11 which was received on 10.10.11, stating that the complainant had filed a request for disconnection on 20.7.11. After checking final bill was deposited on 29.7.11. PDCO was issued which was effected on 2.9.11. PDCO was issued during the billing cycle itself i.e. 7.6.11 to 7.8.11. So as per the instruction of the Nigam in case of disconnection, if the period of billing cycle is more than 15 days then MMC for whole billing cycle is chargeable. The complainant has been billed accordingly. Summon were issued to both the parties for hearing on 19.10.11. The respondent SDO attended the hearing but the complainant absented. The respondent SDO reiterated his earlier stand given in the version and submitted a copy of the bill for the period 7.6.11 to 7.8.11 which showed the charging to the consumer with Rs. 3/- as refundable by adjustment in next bill.

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[Handwritten signature]



The Forum considered the facts and observed that the billing done by the respondent to the complainant is correct and complainant is not entitled to any benefit.

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 24.10.2011.



(Raj Roop Jakhar)
Member-III



(D.C. Aggarwal)
Member-II



(R.K. Jain)
Member-I

