



**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-627/12

To

The Managing Director,  
UHBVN, Panchkula.


Memo No. Ch- 33 /UH/CGRF-627

Dated: 14.2.13

**Subject: - Order in respect of complaint of Sh. A.P. Gupta 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, Bahadurgarh.
4. SE/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Bahadurgarh with a copy of order.
7. SDO/OP, City Sub-Division, UHBVN, Bahadurgarh.
8. Sh. A.P. Gupta, R/o H. No. 1414, Sector-6, Bahadurgarh.

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



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E-mail: uhbvnl\_forum2006@yahoo.com

Complaint No. UH/CGRF - 627 of 2012  
Date of Institution 14.09.2012  
Date of Hearing 21.01.2013  
Date of Order 05.02.2013

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

1. Sh. Rajbir Singh -I.
2. Sh. D.C. Aggarwal, Member-II.

In the matter of complaint of Sh. A.P. Gupta r/o HNo- 1414/6, Bahadurgarh regarding billing.

.....Complainant

Vs

- (1) XEN, Op Division, UHBVN, Bahadurgarh.
- (2) SDO, Op City Division, UHBVN, Bahadurgarh

.....Respondents

Appearance:-

For Complainant:

Sh. A.P. Gupta

For the Respondent:

Sh. Mukesh Kumar, SDO, Op City Division, UHBVN, Bahadurgarh



ORDER

The complainant Sh. A.P. Gupta r/o HNo- 1414/6, Bahadurgarh has got an electric connection bearing A/c No. MPD-1229 under Op City Division, UHBVN, Bahadurgarh and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that a Check meter is installed at his residence for last ten months which proves that the original meter is giving reading many times more but he is still being issued bills on the basis of original meter. Last bill was sent for Rs. 75879/- which was for two months whereas in the Check meter the reading is not more than 8200 units. He has represented many times but no action has been taken. He has pleaded before the Forum that the excess may be corrected keeping in view the Check meter.

The application of the petitioner was received in this office of the Forum on 12.9.12. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 14.9.12 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

The respondent submitted the version dated 25.10.12 stating that bill of total charges of Rs. 264025/- was issued to the complainant and now Rs. 201766/- has been deducted vide Sundry No- 169/R6.

Summons were issued to both the parties for hearing on 26.10.12, 26.11.12, 6.12.12 and 21.1.13. The complainant was not satisfied and contested that further corrections were required. The respondent SDO was directed to look into the point made by the complainant and the SDO assured to look into the matter once again. Now the SDO vide his memo No- 850 dt 31.1.13 has reported that the whole a/c of the complainant has been checked again and bill rectified and the consumer is fully satisfied. The consumer has also confirmed vide his fax dated 01.02.2013 that he and the Sub-Division have agreed to solve the matter mutually and he is satisfied and wish to withdraw the complaint.

The Forum considered the facts and observed that the grievance of the complainant has been addressed and no further action is required.

AHO

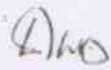


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The complaint is hereby disposed of without any cost on either side. File be  
consigned to the office record.

The order is signed by the Consumer Grievances Redressal Forum on  
05.02.2013.

The compliance of the order be informed to the Forum with fifteen days from  
the date of receipt of the Order.

  
(D.C. Aggarwal)  
Member-II

  
(Rajbir Singh)  
Member-I

