



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-652/12

To

The CMD,
UHBVN, Panchkula.

Memo No. Ch- 54 /UH/CGRF-652

Dated: 25/04/13

Subject: - Order in respect of complaint of Sh. Raj Kumar Kapoor.

Enclosed please find herewith the order issued by Consumer Grievances Redressal Forum in respect of above complaint for its compliance.

DA/As above


Member-I,
CGRF, UHBVN,
Panchkula

CC.

1. Secretary/HERC, Sec-4, Panchkula.
 2. CE/OP, UHBVN, Panchkula.
 3. SE/ 'OP' Circle UHBVN, Ambala.
 4. CGM/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 Sub Urban Sub-Divn, UHBVN, Panchkula.
 8. Sh. Raj Kumar Kapoor R/o # 1059, Sec-12A, Panchkula.
- For information & further necessary action with respect to order of Forum (copy enclosed).



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Complaint No.	UH/CGRF- 652 of 2012
Date of Institution	31.10.2012
Date of Hearing	04.04.2013
Date of Order	04.04.2013

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

1. Sh. Rajbir Singh, Member-I.
2. Sh. Anurag Nanchahal, Member-II.

In the matter of complaint of Sh. Raj Kumar Kapoor R/o H.No. 1059, Sec-12A, Panchkula.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Panchkula.
- (2) SDO, Op Sub Urban, Sub-Divn, UHBVN, Panchkula.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

D.S. Dhanda Xen

ORDER

The complainant Sh. Raj Kumar Kapoor Resident of House No.1059 Sector 12A, Panchkula got 3 number meter bearing account no. A27PS13-1833, 2771, 2772 for ground floor, first floor and second floor respectively under operation Subdivision suburban UHBVN Panchkula and the forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that 3 number domestic connection for his house for ground floor, first floor and second floor are installed on pole in front of his house. The complainant contested that

1. Meter Reader didn't visit the house as he has taken the reading for 2 number meter and for the third meter he has shown the house locked.
2. The account of his meter for first floor has been overhauled for the month of 6/12 and 8/12 but not overhauled for the month of 2/12 when the bill was on the basis of minimum consumption.
3. Similarly bill for the month of 10/12 for meter of second floor raised for 113 units for minimum consumption which was paid for Rs 597 by tenant, should be overhauled.
4. Meter Reader should record reading in the presence of the consumer and the bill be got delivered atleast 15 days in advance of due date as he received the bill only 1 day before due date.

The application of the complainant was received on 31/10/12 in the office of the forum. The forum considered the facts and found the petition feasible for acceptance and the same was got admitted. Accordingly a notice of motion dated 6/11/2012 was issued to both parties, information to the petitioner for the acceptance of his complaint and asking the respondent to submit version/reply supported with affidavit duly attested by oath commissioner/notary public.

The respondent did not submit the version in time so the matter was taken up for hearing on 22/11/2012 and 5/12/2012. The respondent didn't attend and didn't supply version so the cost of Rs5000 each was imposed on the SDO Operation and XEN Operation concerned. The next date of hearing was fixed for 14/12/2012 and 9/1/2013 at

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Panchkula. The version submitted by respondent on 9/1/2013 stating that the grievances of the complainant regarding overhauling of meter account of first floor for the month of 6/12 and 8/12 has already been overhauled before the file of the complaint by petitioner in the bill no.4644 dated 9/10/2012 and refund of Rs.6010.43 was given to the complainant. The bill for the meter of second floor for the month of 10/12 was on the basis of actual consumption of 113 units whereas sanctioned load is 4 KW that is why the status of the meter has been mentioned minimum basis in the bill number 4645 dated 9/10/2012. The respondent also contested that the complainant is not the consumer of the respondent.

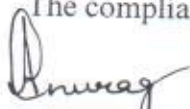
The forum considered the facts and decides as under: -

1. The grievances of the complainant stand already redressed by the respondent as far as overhauling of meter account are concerned before the file of the complaint in the forum by the complainant.
2. The complainant grievances for delivery of bill only one day in advance of due date points towards deficiency in work and should not be repeated in future.

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

The order is issued and signed by the Consumer Grievances Redressal Forum on 04.04.2013.

The compliance of the order be informed within 15 days of receipt of the order.


Anurag Nanchahal
Member II


Rajbir Singh
Member-I