



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-653/12

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 18 /UH/CGRF-653

Dated: 14. 2. 13

Subject: - Order in respect of complaint of Smt. Anita Rani Mehandi Ratta 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, Rohtak.
4. SE/Commercial UHBVN, Panchkula.
5. ✓ XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP City Division, UHBVN, Rohtak with a copy of order.
7. SDO/OP, Sub-Division No. 2, UHBVN, Rohtak.
8. Smt. Anita Rani Mehandi Ratta w/o Sh. Anil Kumar, R/o H. No. 232-A/23, DLF Colony, Rohtak.

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



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Complaint No.	UH/CGRF - 653 of 2012
Date of Institution	06.11.2012
Date of Hearing	21.01.2013
Date of Order	05.02.2013

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

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

In the matter of complaint of Smt Anita Rani r/o HNo- 232-A/23, DLF Colony, Rohtak regarding billing.

.....Complainant

Vs

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

.....Respondents

Appearance:-

For Complainant:

Sh. Anil Kumar.

For the Respondent:

Sh. Pardeep, SDO, Op Sub-Division No-2, UHBVN, Rohtak.



ORDER

The complainant Smt Anita Rani r/o HNo- 232-A/23, DLF Colony has got an electric connection bearing A/c No. L/2-1448 under Op Sub-Division No-2, UHBVN, Rohtak and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that she purchased the house from Smt Krishna Chawla under Sale Deed dated 8.12.2005. she started residing in the house from January 2006. The meter is still in the name of old Smt Krishna Chawla. Upto Jan 2006 the house was under repair and raising bill on the basis of 2005 is not correct. Her consumption is 260-270 units per month which was correct. In April 2007 the meter became defective and the meter jumped. After checking the JE confirmed that the meter had jumped and new meter will have to be installed. She deposited the Rs. 2750/- on 25.4.07 as charges for new meter. The meter was changed on 27.7.07. But in the bills of 4/2007 and 7/2007 the reading was shown as 2146 and 7607 units which were due to jumping of meter. She was issued a bill of Rs. 46381/- and was advised to deposit Rs. 15000/- assuring that wrong billing shall be corrected on the basis of consumption of next six month after the change of the meter. The consumption of the subsequent period was as under-

9/2007	561 units
10/2007	403 units
12/2007	439 units

But no action has been taken to rectify her bills. She has pleaded before the Forum that the bills may be corrected.

The application of the petitioner was received in this office of the Forum on 31.10.12. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 6.11.12 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

The respondent submitted the version dated 6.12.12 stating that the meter was removed and sent to the Lab for checking and was declared 30% slow by the Lab. On the basis of the report the a/c of the complainant was overhauled. And Rs.

Ans



21755/- was charged. The complainant approached the CE/OP, Rohtak and was further forwarded to SE/Op Circle UHBVN, Rohtak-cum- Arbitrator. The Arbitrator gave an Award and decided to overhaul the a/c for the period Jan 2006 to Dec 2007 on the basis of consumption of Jan 2005 to Dec-2005 and Rs. 84463/- was charged to her.

Summons were issued to both the parties for hearing on 26.11.12, 6.12.12 and 21.1.13.

The Forum considered the facts and observed that the Arbitrator has given an Award in this case which was implemented and the complainant has approached this Forum against the wrong application of base by the Arbitrator. After examining the facts the Forum decides that the account of the consumer for the defective period as appears from the billing done during May 2007 (2146 units) and July 2007 (7606 units) be overhauled on the basis of instructions as per SC No- 6/2007 i.e. by taking base of next six months from the date of change of meter.

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

