



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-662/12

To

The Managing Director,
UHBVN, Panchkula.


Memo No. Ch- 7 /UH/CGRF-662

Dated: 15.1.13

Subject: - Order in respect of complaint of Sh. Amrik Singh regarding excess 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, Panchkula.
3. SE/ 'OP' Circle UHBVN, Kurukshetra.
4. SE/Commercial UHBVN, Panchkula.
5. ✓ XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Kurukshetra with a copy of order.
7. SDO/OP, Sub Division No. 1, UHBVN, Kurukshetra.
8. Sh. Amrik Singh S/o Sh. Teja Singh, R/o Village Singhpura, P.O Dhurala, Kurukshetra.

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



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Complaint No. UH/CGRF – 662 of 2012
Date of Institution 22.11.2012
Date of Hearing 09.01.2013
Date of Order 09.01.2013

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

1. Sh. S.K. Aggarwal, Member-I.
2. Sh. D.C. Aggarwal, Member-II.

In the matter of complaint of Sh. Amrik Singh s/o Sh. Teja Singh r/o Village Singpura PO Dhurala, Kurukshetra regarding excess billing.

.....Complainant

Vs

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

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Sh. Virender Singh, SDO, Op Sub-Division No-1, UHBVN, Kurukshetra



ORDER

The complainant Sh. Amrik Singh s/o Sh. Teja Singh r/o Village Singpura PO Dhurala, Kurukshetra has got an electric connection bearing A/c No. K 21 KK 121015A under Op Sub-Division No-1, UHBVN, Kurukshetra and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that on 7.8.12 he filed a complaint about excess billing through o/o Deputy Commissioner, Kurukshetra but no action has been taken on that. He received a bill of Rs. 2146/- in July whereas his average bill is for Rs. 274/-. In May he received a bill of Rs. 1985/-. Due to his official duties he is not in a position to visit the electricity office.


The application of the petitioner was received in this office of the Forum on 20.11.12. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted.

The respondent submitted the version dated 8.1.2013 stating that the meter of the complainant has been got checked on the spot and is found running OK. The bills are being sent on actual consumption / load basis. The consumption data has been supplied by the respondent SDO showing meter as OK.

Summons were issued to both the parties for hearing on 9.1.2013. The respondent SDO attended but the complainant did not attend.

The Forum considered the facts and observed that the meter of the complainant has been checked and found OK. The complainant has not been coming forward before the electricity office and even the Forum to present his case. The Forum therefore decides that he is not entitled to any relief. However the respondent should check the actual load at site to compare the consumption with the actual load. 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 09.01.2013. 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


(S.K. Aggarwal)
Member-I

