



CONSUMER GRIEVANCES REDRESSAL FORUM
Uttar Haryana Bijli Vitran Nigam
Shakti Bhawan, IInd Floor, Room No.317, Sector-6, Panchkula
E-mail: uhbv_n_forum2006@yahoo.com
Fax & Phone No. 0172-2583896

Complaint No. CGRF-666/12

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 15 /UH/CGRF-666

Dated: 14.2.13

Subject: - Order in respect of complaint of Sh. Devinder Mohan Chibber 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, Panchkula.
3. SE/ 'OP' Circle UHBVN, Ambala.
4. SE/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, City Sub-Division, UHBVN, Panchkula.
8. Sh. Devinder Mohan Chibber, R/o 22, GH-20, Sector-5, MDC, Panchkula.

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



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Complaint No.	UH/CGRF - 666 of 2012
Date of Institution	04.12.2012
Date of Hearing	29.01.2013
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 Sh. Devinder Mohan Chibbar r/o Flat No-22,
GH-20, sector-5, MDC, Panchkula regarding wrong billing.

.....Complainant

Vs

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

.....Respondents

Appearance:-

For Complainant:

Sh. Devinder Mohan Chibbar

For the Respondent:

Sh. Anil Kumar, SDO, City Sub-Division, UHBVN, Panchkula.



ORDER

The complainant Sh. Devinder Mohan Chibbar r/o Flat No-22, GH-20, sector-5, MDC, Panchkula has got an electric connection bearing A/c No. A21PC341385W under City Sub-Division, UHBVN, Panchkula and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that the respondent SDO has rectified his excess bill for the months of April and June 2012. On enquiry he found that his meter was not working during this period so arbitrary amounts have been charged. He requested for the rectification as well changing of the meter but both have not been done. He has requested that necessary advice may be issued to do the needful.

The application of the petitioner was received in this office of the Forum on 04.12.12. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 7.12.12 was issued to both the parties asking the respondent to submit version.

The respondent submitted the version dated 24.12.12 stating that the meter of the consumer became defective in 10/2011 and the same was replaced vide MCO No- 13/251 dated 20.12.12. The account of the complainant shall be overhauled on the basis of consumption of new meter after 6 months (3 billing cycles).

Summons were issued to both the parties for hearing on 28.12.12 and 29.01.13.

After hearing both the parties and after examining the record and evidences produced, the Forum observed that complainant is asking relief only for the billing months of April and June 2012 but the record speaks that during earlier periods i.e. billing period 10/2011, 12/2011 and 2/2012 the billing was done on 80 units with SOP Rs. 1160/- and FS/ED/MT thereon which appears to be MMC. So during this period the billing was less but the complainant did not come forward for necessary rectification at that stage.

The Forum therefore decides that the account of the complainant be overhauled for the whole period from billing during 10/2011 to 6/2012 i.e. for 10 months.

Alto



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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

