



**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-667/12

To

The Managing Director,  
UHBVN. Panchkula.


Memo No. Ch- 1) /UH/CGRF-667

Dated: 15.1.2013

Subject: - Order in respect of complaint of Smt. Anita Aggarwal 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, Ambala Cantt. with a copy of order.
7. SDO/OP, S/Division No. 2, UHBVN, Ambala Cantt.
8. Smt. Anita Aggarwal w/o Late Sh. Sushil Kumar Aggarwal, R/o H. No. 4434, Jain Mandir Mohalla, Sadar Bazar, Ambala Cantt.

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



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|                     |                       |
|---------------------|-----------------------|
| Complaint No.       | UH/CGRF – 667 of 2012 |
| Date of Institution | 04.12.2012            |
| 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 Smt Anita Aggarwal w/o Late Sh. Sushil Kumar Aggarwal r/o HNo- 4434, Jain Mandir Mohalla, Sadar Bazar, Ambala Cantt. regarding wrong billing.

.....Complainant

Vs

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

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Sh. Ajay Kohar, SDO, Op Sub-Division No-2, Ambala Cantt.



ORDER

The complainant Smt Anita Aggarwal w/o Late Sh. Sushil Kumar Aggarwal r/o HNo- 4434, Jain Mandir Mohalla, Sadar Bazar, Ambala Cantt. has got an electric connection bearing A/c No. CT 15-1599-L under Op Sub-Division No-2, Ambala Cantt. and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that she submitted an application with the electricity deptt informing that her electricity meter was running fast. A JE with his assistant came to check the same. On his advise new meter was installed and she was told that after considering consumption of next three bills previous billing shall be set right. But ignoring, all she was asked to deposit Rs. 6000/- which she did. One year has passed but nothing has been done. She received a bill of Rs. 13000/- and she deposited Rs. 6000/-. Next bill is also for higher amount. She ahs submitted application with the electricity office but nothing has been done to correct her previous billings.

The application of the petitioner was received in this office of the Forum on 4.12.12. 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 20.12.12 stating that the consumer represented on 30.12.11 that her electric meter was not working properly. The JE area incharge visited the premises and found that meter reading was 15842. The meter reader took the reading of December 2011 and recorded 15999 units. The bill was raised for 5310 units in Jan 2012. The meter was replaced on 5.1.12. The consumption of the new meter for the period 6.1.12 to 21.12.12 is 540 units. The respondent SDO supplied consumption data for the period 5/09 to 9/12.

Summons were issued to both the parties for hearing on 9.1.13 when the complainant did not attended but sought exemption on telephone. The respondent SDO attended the presented his case.




The Forum considered the facts and observed from the consumption data and the billing that it was abnormal during 11/2011 and 1/2012 when compared with previous consumption from 5.2009 and after change of meter in 3/2012. So the meter became defective during 10/2011. The report on MCO also states that meter was burnt.

The Forum therefore decides that account of the complainant for the two billings i.e. 11/2011 and 1/2012 be overhauled on the basis of consumption of three billings after the MCO in 3/2012.

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

