



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-668/12

To

The Managing Director,
UHBVN. Panchkula.


Memo No. Ch-27 /UH/CGRF-668

Dated: 19/3/2013

Subject: - Order in respect of complaint of Sh. Bhupinder Kumar 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. CGM/Commercial, UHBVN, Panchkula
4. Chief Auditor, UHBVN, Panchkula.
5. SE/ 'OP' Circle UHBVN, Karnal.
6. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
7. XEN/OP City Division, UHBVN, Karnal with a copy of order.
8. SDO/OP, S/Division, UHBVN, Ram Nagar, Karnal.
9. Sh. Bhupinder Kumar S/o Sh. Ram Kishan, R/o H. No. 26, Ram Nagar, Kachwa Road, Karnal.

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



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Complaint No. UH/CGRF – 668 of 2012
Date of Institution 04.12.2012
Date of Hearing 26.02.2013
Date of Order 26.02.2013

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. Bhupinder Kumar r/o HNo- 26, Ram Nagar,
Karnal regarding wrong billing.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Karnal.
- (2) SDO Op. Sub-Division Ram Nagar, Karnal.

.....Respondents

Appearance:-

For Complainant:

Sh. Bhupinder Kumar

For the Respondent:

Sh. Dharam Suhag, SDO, Op. Sub-Division Ram Nagar, Karnal.



ORDER

The complainant Sh. Bhupinder Kumar r/o HNo- 26, Ram Nagar, Karnal has got an electric connection bearing A/c No. SP-4/1027-R-105 under Op. Sub-Division Ram Nagar, Karnal and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that Rs. 73000/- has been charges in his bill as per the audit observation. The meter was sent to the Lab and has been received back. He has requested that his account may be set right as per the report of the Lab.

The application of the petitioner was received in this office of the Forum on 29.11.12. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 12.12.12 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

The respondent submitted the version dated 27.12.12 stating that the Audit Party audited the account of the complainant and raised HM No- 37 dt. 7.9.2011 pointing out that since the MDI of the meter of the consumer had increased as such Rs. 73460/- is chargeable as penalty from the complainant. Accordingly a notice was issued to the complainant vide memo dt 28.11.2011. The meter was sent to the company M/s Secure for testing and verification and report. In the report dt. 23.2.12 it has stated that due to failure of some critical component, meter recorded abnormal high maximum demand which is incorrect and does not stand any validity as far as computation of the same is concerned. On receipt of the report it was found that the amount was not chargeable and therefore Sub-Division wrote a letter dt 4.10.12 and demanded withdrawal of the said Half Margin by the Audit. But till date no reply has been received from the Revenue accountant.

Summons were issued to various parties for hearing proceedings to be held on 9.1.13, 29.1.13, 12.2.13 and 26.2.13.

Since the matter concerned the audit observation and the matter was pending with the Internal Audit, Chief Auditor, UHBVN was directed to submit his reply in the matter. The Chief Auditor vide his reply dt. 22.2.13 reported that concurrence



had since been given by the Chief Auditor for withdrawal of the HM and necessary adjustment may be made by the SDO in the account of the consumer.

The Forum considered the facts and observed that the grievance of the complainant had been redressed so no further action was required in the matter.

The petition 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 26.02.2013.



(D.C. Aggarwal)
Member-II



(Rajbir Singh)
Member-I

