



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-671/12

To

The Managing Director,
UHBVN. Panchkula.

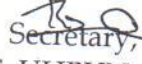
Memo No. Ch- 19 /UH/CGRF-671

Dated: 29.3.12

Subject: - Order in respect of complaint of Sh. Aman Nagpal 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. SE/ 'OP' Circle UHBVN, Ambala.
6. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
7. XEN/OP Division, UHBVN, Ambala Cantt. with a copy of order.
8. SDO/OP, S/Division No. 2, UHBVN, Ambala Cantt.
9. Sh. Aman Nagpal S/o Sh. Sh. Kewal Krishan Nagpal, R/o H. No. 75-D, Inderpuri, Ambala Cantt.

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



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Complaint No. UH/CGRF – 671 of 2012
Date of Institution 31.12.2012
Date of Hearing 14.03.2013
Date of Order 19.03.2013

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. Aman Nagpal r/o HNo- 75-D, Inderpuri,
Ambala cantt. regarding wrong billing.

.....Complainant

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

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



ORDER

The complainant Sh. Aman Nagpal r/o HNo- 75-D, Inderpuri, Ambala cantt has got an electric connection bearing A/c No. MN-01-4360 under Op Sub-Division No- 2, UHBVN, Ambala Cantt and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that he has taken the shop on rent. Rs. 25000/- have been added in his bill which relate to the period prior to his taking the shop on rent. This amount is related to previous 13 months. He has deposited the amount to avoid disconnection. The amount should be charged in the bill of the landlord and the amount deposited by him should be refunded.

The application of the petitioner was received in this office of the Forum on 24.12.12. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 1.1.13 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

The respondent submitted the version on 11.2.12 stating that the account of the complainant was overhauled by the Internal Audit on the basis the meter being defective and MCO No- 1977/72 dt 2.6.09. The period of defect taken is 4/07 to 4/09 and the base for overhauling taken is 8/09 to 2/10. The respondent SDO also submitted details of consumption and billing done during 4/07 to 7/10.

Summons were issued to for hearing on 12.2.13 and 26.2.13. The complainant absented on all the occasions. The SDO reiterated his stand as per version.

The Forum considered the facts and observed that the consumption during the period 4/07 to 5/09 has been very low and not commensurate with the sanctioned load. In view of the low consumption the consumer remained benefited with low billing. The Audit has rightly overhauled the account and the amount is payable to the Nigam.

The complaint is hereby disposed of without any cost on either side. File be consigned to the office record.

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Complaint No. 671 of 2012

The order is signed by the Consumer Grievances Redressal Forum on 19.03.2013.

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

