



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-676/12

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 12 /UH/CGRF-676

Dated: 26/2/2013

Subject: - Order in respect of complaint of Sh. N.R. Goel 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, Karnal.
4. SE/Commercial UHBVN, Panchkula.
5. Chief Auditor, UHBVN, Panchkula.
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, Sub-Urban Sub-Division, UHBVN, Karnal.
9. Sh. N.R. Goel, IAS, (Retd.) R/o H. No. 845, Sector-13, Urban Estate, Karnal.

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



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Complaint No. UH/CGRF - 676 of 2012
Date of Institution 31.12.2012
Date of Hearing 12.02.2013
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. N.R. Goel, HNo- 845, Sector-13, Urban Estate, Karnal regarding wrong billing.

.....Complainant

Vs

- (1) XEN, Op Division, UHBVN, Karnal.
- (2) SDO, Sub-Urban sub-Division, UHBVN, Karnal.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Sh. Vishal Malhotra o/o SDO, Sub-Urban sub-Division, UHBVN, Karnal.



ORDER

The complainant Sh. N.R. Goel, HNo- 845, Sector-13, Urban Estate, Karnal has got an electric connection bearing A/c No. LS 28 / 3975 under Sub-Urban sub-Division, UHBVN, Karnal and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that he received a notice vide No- 15 dt. 19.10.12 from respondent SDO asking for payment of Rs. 15842/- as short assessment pointed out by the Audit Party for the period 7/2010 to 6/2012 for overhauling the account. There was never any arrear upto 6/2012 as is evident from the bills. so he delivered a letter personally to the SDO with a copy sent by post stating that the notice for recovery was not under the provisions of the Electricity Act or rules made there under. No recover can be made unless he is provided with full details along with a copy of the Audit Note and requested that the charges may be held in abeyance till that time. Since no reply was received, he sent a reminder dt 20.11.12. Thereafter he contacted the XEn vide his application dt. 1.12.12 sent by speed post dt 1.12.12. As per sec 45 of the Electricity Act 2003, the Nigam can recover charges and rent and the demand as per audit observation does not come under this proviso unless its details are given to the consumer. His case is not of unauthorised use of electricity or theft of electricity or short payment. In case it is undercharges the Nigam must first establish it as so. No action was taken on his applications to the SDO/XEn and no chance for hearing was given to him. He has requested that interim order may be passed by this Forum restraining recovery of this amount. And in case it is proved that this amount is not due against him, cancel the demand, award the cost and other relief as may be deemed fit by the Forum.

The application of the petitioner was received in this office of the Forum on 31.12.2012. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

The respondent submitted the version dt. 21.1.13 stating that the a/c of the complainant was overhauled by the Internal Audit Party vide HM No-41. The notice



was sent to the consumer. After thorough scrutiny of the record it has been found that only load was extended by the consumer and the amount was not chargeable to the consumer. There was no change of meter. And the notice has already been withdrawn.

Summons were issued for hearing on 12.2.13 and 14.2.13. The complainant did not attend on any of the dates fixed for hearing.

The Forum considered the facts and observed that the amount was charged as per the HM of the Internal Audit. This can only be withdrawn with the concurrence of Internal Audit. It has not been confirmed by the SDO that concurrence of Internal Audit has been obtained or not.

The Forum therefore decides that before finally extending the benefit to the complainant concurrence of Internal Audit must be obtained as per the instructions of the Nigam. Copy of the order be sent to Chief Auditor, UHBVN, Panchkula for monitoring further action in the case.

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 26.02.2013.

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

