



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-685/13

To

The Managing Director,
UHBVN, Panchkula.

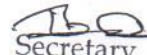
Memo No. Ch- 22 /UH/CGRF-685

Dated: 29.3.13

Subject: - Order in respect of complaint of Sh. Sunder Shayam regarding billing problem.

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, 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. Sunder Shayam S/o Sh. Lal Chand, R/o H. No. 4-B, Ram Nagar, Kachwa Road, Karnal.

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



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Room No.317, IInd Floor, Shakti Bhawan, Sector-6, Panchkula

E-mail: uhbvn_forum2006@yahoo.com

Complaint No.	UH/CGRF – 685 of 2012
Date of Institution	09.01.2013
Date of Hearing	14.02.2013
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. Sunder Sham R/o HNo- 4-B, Ram Nagar Kachwa Road, Karnal regarding billing problem.

.....Complainant

Vs

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

.....Respondents

Appearance:-

For Complainant:

Sunder Sham

For the Respondent:

Sh. Ramesh Chand Comml. Asstt., Op Sub Division Ram Nagar, UHBVN,
Karnal.



ORDER

The complainant Sh. Sunder Sham R/o HNo- 4-B, Ram Nagar Kachwa Road, Karnal has got an electric connection bearing A/c No. LR-31/0565 under Op Sub Division Ram Nagar, UHBVN, Karnal and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that during checking in Jan 2010 his load detected was 4 KV and the sanctioned load is also 4 KW. During calculation of load both AC as well as geyser has been added. Whereas as per the instructions, SC No- U-9 / 2004 of the Nigam load of only one appliance has to be taken. He represented to the XEn who accepted his plea but a fine of Rs. 18246/- for the load.

The application of the petitioner was received in this office of the Forum on 3.1.13. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 11.1.13 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

The respondent submitted the version on 11.2.13 stating that the amount has been charged as per the HM No- 47 dt 14.9.11 of the Internal Audit party. But later on it was revealed that the amount in question was not chargeable and a letter was No- Ch- 691 dt 20.3.12 written to the Chief Auditor for withdrawal of the amount of Half Margin.

Summons were issued to both the parties for hearing on 29.1.13, 12.2.13 and 14.3.13.

It has been replied by the o/o Chief Auditor vide memo No- CA/RA/IAR-498/Ch-81 dt 22.2.13 that Chief Auditor has concurred to withdraw the HM of Rs. 15319/- raised by the IAP-7 Karnal. Necessary adjustment may be made in the consumer account. Now the complainant vide memo No- 12.3.13 has his account has been set right by the SDO and now he has no grievance.

The Forum considered the facts and observed that since the grievance of the complainant has been redressed no further action is required in the matter.

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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 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

