



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-687/13

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 17 /UH/CGRF-687

Dated: 26/2/2013

Subject: - Order in respect of complaint of Sh. Ram Gopal regarding excess 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, Kaithal.
4. SE/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Kaithal with a copy of order.
7. SDO/OP, Sub-Division No. 1, UHBVN, Kaithal.
8. Sh. Ram Gopal S/o Sh. Narsi Dass, R/o Kangho Mohalla, Mata Gate, Kaithal.

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



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Complaint No.	UH/CGRF – 687 of 2013
Date of Institution	09.01.2013
Date of Hearing	18.02.2013
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. Ram Gopal r/o Kango Mohall, Mata Gate, Kaithal regarding excess billing.

.....Complainant

Vs

- (1) XEN, Op Division, UHBVN, Kaithal.
- (2) SDO, Op Sub-Division No-I, UHBVN, Kaithal.

.....Respondents

Appearance:-

For Complainant:

Sh. Ram Gopal.

For the Respondent:

Sh. Sukhwinder Singh, SDO, Op Sub-Division No-I, UHBVN, Kaithal



ORDER

The complainant Sh. Ram Gopal r/o Kango Mohall, Mata Gate, Kaithal has got an electric connection bearing A/c No. KC 27/8823 W under Op Sub-Division No-1, UHBVN, Kaithal and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that the meter recorded reading of 11558 in one week. The meter was removed and sent to lab which declared it fast by 70%. The bill is not being corrected as per the actual consumption and he is being threatened for disconnection. He has pleaded that his bill may be corrected.

The application of the petitioner was received in this office of the Forum on 4.1.13. 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 did not submit version in time, so the matter was taken up for hearing and Summons were issued for hearing on 29.1.13, 12.2.13 and 18.2.13. During proceedings held at Kaithal on 18.2.13 the SDO produced the record and showed that benefit of fastness of meter had been granted. He was asked as to still there could be consumption of the magnitude. From the ledger it was observed that the meter was defective from 4/11 onwards and the consumer was being billed on average / adoc basis and sub-division did not try to get the meter changed. He agreed that the meter was defective and the consumption could not be so high in view of the sanctioned load. The meter was changed in 12/2011 and after that the consumption was very reasonable and the high consumption during earlier periods was not justified meter being defective.

The SDO overhauled the account of the complainant on the basis of consumption of next three billing cycles after installation of new meter and the same was also pre-audited by the local Internal Auditor. This was confirmed by the SDO to the Forum in writing also. The corrected bill was issued to the complainant. He was directed that after deposit of the corrected bill the supply must be restored without any cost to the complainant.

Amo



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

