



**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-696/13

To

The CMD,  
UHBVN, Panchkula.

Memo No. Ch- 20 /UH/CGRF-696

Dated: 30/04/13.

**Subject: - Order in respect of complaint of Smt. Kamlesh W/o Sh. Virender Kumar Goyal.**

Enclosed please find herewith the order issued by Consumer Grievances Redressal Forum in respect of above complaint for its compliance.

DA/As above

  
Member-I,  
CGRF, UHBVN,  
Panchkula

CC.

1. Secretary/HERC, Sec-4, Panchkula.
  2. CE/OP, UHBVN, Rohtak.
  3. SE/ 'OP' Circle UHBVN, Jind.
  4. CGM/Commercial UHBVN, Panchkula.
  5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
  6. XEN/Op, Division, UHBVN, Jind with a copy of order.
  7. SDO/Op, Sub Urban, Sub-Divn. No.1, UHBVN, Jind.
  8. Smt. Kamlesh W/o Sh. Virender Kumar Goyal, R/o 836/5, Rajendra Nagar, Near Girl's Jat School, Patiala Chowk, Jind.
- For information & further necessary action with respect to order of Forum (copy enclosed).



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Complaint No.	UH/CGRF – 696 of 2013
Date of Institution	25.01.2013
Date of Hearing	18.04.2013
Date of Order	24.04.2013

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

1. Sh. Rajbir Singh, Member-I.
2. Sh. Anurag Nanchahal, Member-II.

In the matter of complaint of Smt. Kamlesh W/o Sh. Virender Kumar Goyal, R/o Rajender Nagar, Near Girl's Jat School, Patiala Chowk, Jind regarding Change of name & Billing problem.

.....Complainant/Petitioner

Vs

- (1) XEN/ Operation, Division, UHBVN, jind.
- (2) SDO/Op, Sub Urban, Sub-Divn. No.1, UHBVN, Jind.

.....Respondents

Appearance:-

For Complainant:

Kamlesh

For the Respondent:

None

## ORDER

The complainant of Smt. Kamlesh W/o Sh. Sh. Virender Kumar Goyal, R/o Rajender Nagar, Near Girl's Jat School, Patiala Chowk, Jind, got an electric meter bearing A/c No. B3-244 in the name of Smt. Umravati under SDO Sub Urban Sub divn, No. 1, Jind, and the forum has the jurisdiction to hear this complaint.

The Complainant has pleaded that she is permanent resident of H.No. 836/5, Rajendera nagar, Jind since 1977 and meter in the house has been installed with A/c no.B3-244 in the name of Smt.Umravati. She applied for change of name of Meter in her name and completed all the necessary formalities but till date she is receiving the bill in the name of Smt. Umravati which she is paying till March-2012. But in the bill of 2012 an arrear of Rs. 30994/- has been demanded for which she has enquired but no reply was given by UHBVN department officials and the outstanding amount is increasing day by day.

The application of the petitioner was received in the office of the Forum on 25.01.13. The forum consider the facts and found the petition feasible for acceptance and the same was got admitted. Notice of motion dated 05.02.2013 issued to both the parties, intimation to the petitioner for acceptance of her complaint and to the respondent to submit the version/reply duly supported with attested affidavit from Notary Public/Oath Commissioner.

The respondent did not submit the version/reply in time so the matter was taken up for hearing on 18.02.2013, 01.03.2013, 18.04.2013 at Rohtak and on 04.03.13, 29.03.13 at Jind. The respondent did not attend any of hearing but the complainant attended. The version by the respondent received on 29.03.13 stating that the complainant applied RCO not for change of name in 2001 and the connection was again started in the name of Smt. Umravati. At that time a sum of Rs.30994/- were outstanding against which a sum of Rs. 7650/- were deposited at the time of RCO and the balance amount remained unpaid. The defaulting amount of Rs. 30994/- against Smt. Umravati in the defaulting ledger was pointed out by the Audit Party though half margin no. 344 dated 20.04.12 and same was charged by the Nigam out of which Rs. 7650/- were deducted.



2



The forum considered the facts and observed that as under: -

1. The complainant was residing in the house no. having meter A/c no. B3-244 in the name of Smt. Umravati since 1977 is fully responsible for the payment of defaulting amount of Rs. 30994/- which has been traced by the Audit Party and has been transferred to the current account in the name of Smt. Umravati.
2. The complainant applied for change of name but change of name was not feasible due to defaulting amount.
3. Since the defaulting amount of Rs. 30994/- was outstanding against the premises, she was not entitled for change of name. Therefore she preferred for RCO after payment of  $\frac{1}{4}$  of defaulting amount.
4. The respondent allowed RCO after accepting  $\frac{1}{4}$  of the outstanding amount with the hope that balance amount will be paid in the installments.
5. The respondent forgot to transfer defaulting amount in the current ledger at the time of RCO in 2001.
6. Now the mistake of SDO comes to the notice of Audit Party and the same has been transferred to the current ledger which has been raised in the bill of June-2012 to the complainant.

The forum considered the facts and decides as under: -

1. The complainant is residing in the premises having defaulting amount of Rs. 30944/- against meter A/c No. B3-244 in the name of the Smt. Umravati since 1977 is fully responsible for the defaulting amount against consumption of electricity.
2. The complainant has not come to the forum with clear conscience and is not entitled for any relief.
3. The respondent has right to recover the defaulting amount Rs.30944/- pending since long time against use of electricity and is authorized to recover.

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



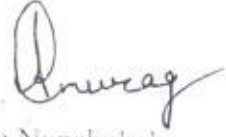
3



The order is signed by the Consumer Grievances Redressal Forum on 24/4/2013.  
The compliance of the order be informed within 15 days of receipt of the order.



Rajbir Singh  
Member-I



Anurag Nanchahal  
Member II