



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

Shakti Bhawan, 2nd Floor, Room No. 317, Sector-6, Panchkula

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-720/13

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch-12 /UH/CGRF-720

Dated: 31.5.13

Subject: - Order in respect of complaint of Smt. Indira Panchaal 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


Member-I,
CGRF, UHBVN,
Panchkula

CC.

1. Secretary/HERC, Sec-4, Panchkula.
2. CE/OP, UHBVN, Rohtak.
3. CGM/Commercial UHBVN, Panchkula.
4. SE/OP, Circle, UHBVN, Rohtak.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Rohtak City with a copy of order.
7. SDO, Op Sub-Division No. 3, UHBVN, Rohtak.
8. Smt. Indira Panchaal w/o Sh. Ram Chander, R/o H. No. 453/1, Shyam Colony, Hissar Road, Rohtak.

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



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Complaint No.	UH/CGRF – 720 of 2013
Date of Institution	01.03.2013
Date of Hearing	24.05.2013
Date of Order	30.5.2013

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. Indira Panchaal W/o Sh. Ram Chander, R/o H. No. 453/1, Shyam Colony, Hissar By Pass, Rohtak regarding billing problem.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Rohtak.
- (2) SDO, Op Sub-Division No. 3, UHBVN, Rohtak.

.....Respondents

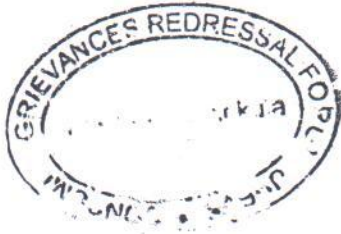
Appearance:-

For Complainant:

Complainant

For the Respondent:

Sh K. S. Dalal, SDO, Op Sub-Division No. 3, UHBVN, Rohtak.



ORDER

The complainant Smt. Indira Panchaal w/o Sh. Ram Chander, R/o H. No. 453/1, Shyam Colony, Hissar By Pass, Rohtak got an DS connection meter A/c No. JP-262 under 'OP' Sub-Division No. 3, UHBVN, Rohtak and Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that the meter of her house is in OK position since 2002 but the billing done on average basis several time from 2002 to till date and every time her meter found OK by JE. On dated 28.4.2011 bill was settled by UHBVN and the complainant has paid Rs. 21186/- in cash but she has been compelled to visit the office of SDO/OP again for correction of her bill. The complainant was told every time that there was some mistake will be corrected but the complainant has been compelled to visit to SDO/OP office again and again. The complainant wants the rectification of the repeated errors made in her energy bill.

The complaint received in the office of the Forum on 1.3.13. The Forum considered the facts and found the petition feasible for acceptance and the same was got admitted. Accordingly, notice of motion was issued to both the parties on 14.3.13 asking complainant to submit affidavit duly attested from Notary Public/Oath Commissioner as well as the respondent to submit his version/reply duly supported with attested affidavit.

Since the version was not submitted by the respondent in time, therefore both the parties were called for hearing held on 24.5.2013 at Guest House, Rohtak. The version was submitted by the respondent on 24.5.2013.

The respondent submitted that as per his version the average billing done from 11/03 to 11/04 rectified vide SC & AR No. 173/140 and average billing done from 1/05 to 11/05 was rectified vide SC & AR No. 105/161 and 296/167 and the difference of S/C rectified vide SC & AR No. 269/183 in 12/11. Now the bill is on reading basis and the outstanding amount as on date was Rs. 28,794/-.

The complainant is still not satisfied and wants waiver of surcharge levied on average billing and surcharge be levied on actual consumption only and the energy bill be settled once for all so that she has not to visit Sub-Division office time & again.

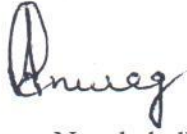
The Forum considered the facts and decides that the bill of the complainant be set right on actual consumption basis alongwith surcharge on actual consumption only. The surcharge levied on average billing be set aside.

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

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The order is issued and signed by the Consumer Grievances Redressal Forum on 30.5.2013. The compliance of the order be informed to the Forum within 15 days of the receipt of the order.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

