



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-723/13

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 19 /UH/CGRF-723

Dated: 31-5-13

Subject: - Order in respect of complaint of Sh. Dev Raj Dhawan regarding refund of meter cost & excess amount billed during meter defective period.

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, Sonipat.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Sonipat with a copy of order.
7. SDO, Op Sub-Division, Model Town, UHBVN, Sonipat.
8. Sh. Dev Raj Dhawan, R/o H. No. 507, Sector-15, Sonipat.

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



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Complaint No. UH/CGRF – 723 of 2013
Date of Institution 13.03.2013
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 Sh. Dev Raj Dhawan, R/o H. No. 507, Sector-15, Sonipat regarding refund of meter cost & excess amount billed during meter defective period.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Sonipat.
- (2) SDO, Op Sub-Division, Model Town, UHBVN, Sonipat.

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

SDO, Op Sub-Division, Model Town, UHBVN, Sonipat.



ORDER

The complainant Sh. Dev Raj Dhawan, R/o H. No. 507, Sector-15, Sonipat got an electric connection bearing A/c No. OP-11-0054 under SDO, Op Sub-Division, Model Town, UHBVN, Sonipat and Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that his meter installed on the pole had gone defective which was brought to the notice of the SDO but Rs. 3300/- meter cost has been charged despite Nigam instruction vide Sale Circular No. U40/2006. He received inflated bill from Dec, 11 to Dec, 12 and was told that excess amount will be adjusted in the coming bill but this never happened. He has paid Rs. 42,000/- approximate from Dec, 11 to Dec, 12 whereas during the corresponding period Dec, 10 to Dec, 2011 his bill was about Rs. 18,000/-. The complainant wants refund of Rs. 3300/- deposited towards meter cost and the refund of excess amount billed during meter defective period.

The complaint was received in the office of the Forum on 13.3.13. The Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion issued to both the parties on 18.3.2013 asking the complainant to submit the affidavit duly attested from Notary Public/Oath Commissioner and to the respondent to submit his version/reply duly supported with attested affidavit from Notary Public/Oath Commissioner.

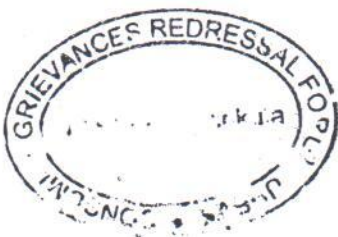
Since the version was not received in time, the matter was taken up for hearing fixed on 18.4.2013 at Guest House, Rohtak. The respondent submit his version on 18.4.2013 but the complainant did not attend.

The respondent submitted as per his version that the meter cost is chargeable as per Sales Circular which has not been properly interpreted by the complainant and the billing for the complainant has been done on the basis of corresponding period of last year for the period Dec, 2011 to 26.10.12. The A/c of the complainant has been overhauled for the month of 6/12 to 8/12 on previous year basis & a sum of Rs. 10,699/- has already been adjusted vide SC &AR No. 280/47/C-2 dated 25.3.2012.

The grievances of the complainant has been redressed by the respondent and the complaint is hereby disposed off without any cost on either side. File be consigned to the office record.

The order is got issued and signed by the Consumer Grievances Redressal Forum on 30.5.2013.


(Anurag Nanchahal)
Member-II




(Rajbir Singh)
Member-I