



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-727/13

To

The CMD,
UHBVN. Panchkula.

Memo No. Ch- 12 /UH/CGRF-727

Dated: 14/05/13

Subject: - Order in respect of complaint of Sh. Sunil Dhaka

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, Panchkula.
3. SE/ 'OP' Circle UHBVN, Ambala.
4. CGM/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Panchkula with a copy of order.
7. SDO/City, Sub-Divn., UHBVN, Panchkula.
8. Sh. Sunil Dhaka S/o Smt. Chander Kanta, R/o H.No.26, Sec-9, Panchkula.

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



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Complaint No.	UH/CGRF – 727 of 2013
Date of Institution	19.03.2013
Date of Hearing	30.04.2013
Date of Order	30.04.2013

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 Sh. Sunil Dhaka S/o Smt. Chander Kanta, R/o H.No.26, Sec-9, Panchkula regarding excess billing.

.....Complainant/Petitioner

Vs

- (1) XEN/ Op Division, UHBVN, Panchkula.
- (2) SDO/City, Sub-Divn., UHBVN, Panchkula.

.....Respondents

Appearance:-

For Complainant:

Sunil Dhaka

For the Respondent:

SDO, S/Divn., Panchkula.



ORDER

The complainant Sh. Sunil Dhaka S/o Smt. Chander Kanta, R/o H.No.26, Sec-9, Panchkula got an electric connection bearing A/c No. DS-22 in his mother name under SDO, S/Divn., UHBVN, Panchkula and forum has the jurisdiction to hear this complaint.

The complainant has pleaded that he deposited under protest Rs.25000/- on 19.09.12 and Rs.20000/- on 26.12.12 as UHBVN department did not correct his bill as well as not responded on their several visits, written complaints and send their official to disconnect the supply in the house. The complainant wants the adjustment of their meter reading as per average consumption of last year. The complainant applied for Check Meter on 22.02.13 but nothing has been done so far.

The complaint received in the office of the forum on 19/3/2013. The forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly a notice of motion issued on 28.03.2013 to both the parties asking the complainant to submit attested affidavit as per HERC Guidelines and to the respondent to submit version/reply supported with affidavit duly attested by oath commissioner/notary public. Since the version did not received in time so the matter taken up for proceeding held on 30.04.13 at Panchkula attended by both the parties. The version dated 19.04.13 by the respondent received on 30.04.13.

The respondent stated as per his version that check meter has been installed on 12.04.13 on the request of the complainant and further action will be taken as per report of check meter.

The Forum considered the facts and observed as under: -

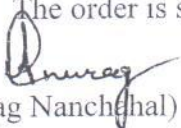
1. The Energy Bills of the complainant are on higher side from April-2012 to March-2013 in comparison to the consumption of the corresponding period of last year.
2. The complainant wants check meter installed which has been installed on 12.04.13.

The Forum considered the facts and decides as under: -


1. That the energy bill A/c of the complainant be got overhauled on the basis of the check meter so that the complainant's grievance is redressed.
2. In case the complainant is still not satisfied, the respondent is directed to adopt the other mechanism available with it i.e. to get the meter checked from M&T Lab after observing usual formalities or provide new meter if complainant agree for the same.

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

The order is signed by the Consumer Grievances Redressal Forum on 30/4/2013.


(Anurag Nanchahal)
(Member II)




(Rajbir Singh)
(Member-I)