



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam
Shakti Bhawan, 2nd Floor, Room No. 317, Sector-6, Panchkula
E-mail: uhbv_forum2006@yahoo.com
Fax & Phone No. 0172-2583896

Complaint No. CGRF-731/13

To

The Managing Director,
UHBVN. Panchkula.


Memo No. Ch- 12 /UH/CGRF-731

Dated: 31.5.13

Subject: - Order in respect of complaint of Smt. Vidya Devi 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, Panipat.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Samalakha with a copy of order.
7. SDO, Op Sub-Division, UHBVN, Samalakha.
8. Smt. Vidya Devi w/o Sh. Barumal Roshan Lal, Fetchand Wali Gali, Samalakha, Panipat.

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



CONSUMER GRIEVANCES REDRESSAL FORUM
Uttar Haryana Bijli Vitran Nigam
Shakti Bhawan, IInd Floor, Room No. 317, Sector-6, Panchkula
E-mail: uhbv_n_forum2006@yahoo.com

Complaint No. UH/CGRF – 731 of 2013
Date of Institution 12.03.2013
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. Vidya Devi, w/o Sh. Barumal Roshan Lal,
Fethchand Wali Gali, Samalakha, Panipat regarding billing problem.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Samalakha.
- (2) SDO, Op Sub-Division, UHBVN, Samalakha.

.....Respondents

Appearance:-

For Complainant:

Complainant.

For the Respondent:

Sh. Satbir Chala, CA O/o SDO, Op Sub-Division, UHBVN, Samalakha.



ORDER

The complainant Smt. Vidya Devi, w/o Sh. Barumal Roshan Lal, Fethchand Wali Gali, Samalakha, Panipat got a LT Industrial connection old A/c No. G3-3612, new A/c No. SP-04-1102 with C.L-11.900KW under SDO, Op Sub-Division, UHBVN, Samalakha and Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that the energy bill have wrongly been given for the month of 8/11, 9/11, 10/11 and 12/11 by SDO, Op Sub-Division, UHBVN, Samalakha which was not set right. The meter was replaced on the request that meter is defective has jumped and jumped meter was of TGL Company make. The complainant wants justice in this matter.

The complaint was received in this office of the Forum on 12.3.13. The Forum considered the facts and found the petition feasible for acceptance and the same was got admitted. Accordingly, notice of motion issued to both the parties on 28.3.2013 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, date of hearing given for 24.5.2013 at Guest House, Rohtak. Both the parties attended as well as version dated 23.5.2013 was submitted by the respondent.

The respondent submitted as per his version that the meter of the complainant was replaced on 9.12.2010 on the checking of report of ADV, Karnal being suspected theft and meter was again replaced on 12.9.2011 due to figure defective report with down loaded type CT meter as per Nigam instruction. The energy bill dispute of the complainant for the period 9/2011 to 11/2011 has already been resolved vide SC &AR No. 239/330 but the dispute of abnormal consumption of 27175 units for the month of 8/2011 not settled due to beyond his power. The respondent has recommended the abnormal consumption case to XEN/OP, Division, Samalakha vide has letter memo no. 2558 dated 11.12.2012.

The Forum after considered the facts and observed that the wrong bill of the complainant for the month of 9/2011 to 11/2011 has been not set right by the respondent and for the wrong bill of abnormal consumption for the month of 8/2011, the case has been sent to the XEN/OP, Division, UHBVN, Samalakha for decision.

The Forum considered the facts and decides that the abnormal consumption bill for the month of 8/2011 for 27175 units be got overhauled on the basis of consumption of corresponding period for the month of 8/2012 by the respondent.

