



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-734/13

To

The CMD,
UHBVN, Panchkula.


Memo No. Ch- 17 /UH/CGRF-734

Dated: 31/5/13

Subject: - Order in respect of complaint of BSNL Kaithal.

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. CGM/Commercial, UHBVN, Panchkula.
4. SE/ 'OP' Circle UHBVN, Kaithal.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP, S/U Division, UHBVN, Kaithal with a copy of order.
7. SDO/OP, Sub Divn., UHBVN, Cheeka, Kaithal.
8. BSNL O/o Sub Divisional Engineer (Group) Cheeka, Kaithal.

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

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

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Complaint No.	UH/CGRF - 734 of 2013
Date of Institution	15.03.2013
Date of Hearing	15.05.2013
Date of Order	17.05.2013

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 M/s B.S.N.L. Ltd.,o/o S.D.E.(Group) Cheeka, Kaithal regarding billing on average basis during the period the meter had remained burnt and even after the meter was replaced the complainant was continued to be billed on average basis which was on very higher side which needs correction.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Kaithal.
- (2) SDO, Op. Sub-Divn.UHBVN, Cheeka, Kaithal.

.....Respondents

Appearance:-

For Complainant:

Sh. B.S Jangra, S.D.E.(Group), Cheeka

For the Respondent:

Sh. S.K. Dhull, AEE,S.D.O. Op. Sub-Divn., UHBVN, Siwan,Karnal.



ORDER

The complainant M/s B.S.N.L. Ltd., o/o S.D.E.(Group) Cheeka, Kaithal has pleaded regarding wrong billing on average basis during the period the meter had remained burnt and even after the meter was replaced the complainant was billed on average basis which was on very higher side and the Forum has the jurisdiction to try this complainant.

It has been pleaded by the complainant that the energy meter installed in the exchange had got burnt in July 2010 and the same was replaced by the respondent in the month of April 2012. The complainant has pleaded before the forum that during the period meter remained burnt the bills were raised by the respondent on average basis but after providing new meter the bill was not raised by the respondent but the bill was raised for the period May 2012 to September 2012 on average basis amounting to Rs.622757/- including surcharge which is on higher side and is not justified. Further, the payment for separate transformer was made five years back but till date no transformer has been provided to the complainant.

The complaint was received in this office of the Forum on 15.03.13. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 17.04.13 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

Summons were issued to both the parties for hearing on 30.04.13 and 15.05.13. The respondent SDO and the complainant were present.

The respondent has stated in his version that SDO Siwan had asked S.D.E. of Telephone Exchange to deposit the LT-CT meter but it was not deposited and ultimately the defective meter was replaced in April 2012. During the period meter remained burnt the respondent overhauled the account and an amount of Rs.386493/- was charged from S.D.E. and due to non-payment of subsequent bills including arrears and surcharge, the total dues had swelled to Rs.609102/- in the m/o March 2013. Only an amount of Rs.150000/- has been paid on 30.01.13 till date. It has further been stated by the respondent that the bills are being raised as per the actual consumption of energy and that there is no fluctuation of voltage. It is denied by the respondent that any amount has been paid by the complainant for installation of additional transformer.

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