



## 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-735/13

To

The CMD,  
UHBVN, Panchkula.


Memo No. Ch- 15 /UH/CGRF-735

Dated: 14/5/13

**Subject: - Order in respect of complaint of Sh. Ujjagar Ram.**

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, Yamunanagar.
4. CGM/Commercial UHBVN, Panchkula.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Naraingarh with a copy of order.
7. SDO/Op Sub-Divn, UHBVN, Sadhuara.
8. Sh.Ujjagar Ram R/o H.No. 64/5, Mohalla Wastian, Village & P.O. Sadhura, Tehsil Bilaspur, Yamunanagar.

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



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Complaint No.	UH/CGRF – 735 of 2013
Date of Institution	26.03.2013
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.Ujjagar Ram R/o H.No. 64/5, Mohalla Wastian, Village & P.O. Sadhura, Tehsil Bilaspur, Yamunanagar.

.....Complainant/Petitioner

Vs

- (1) XEN/ Op Division, UHBVN, Naraingarh.
- (2) SDO/Op, Sub-Divn, UHBVN, Sadhuara.

.....Respondents

Appearance:-

For Complainant:

Ujjagar Ram

For the Respondent:

None



## ORDER

The complainant Sh.Ujjagar Ram (User) resident of H.No. 64/5, Mohalla Wastian, Village & P.O. Sadhura, Tehsil Bilaspur, Yamunanagar got an electric connection bearing Account No JS16-4980 in the name of Sh. Brij Lal under SDO/OP, Sub Divn., UHBVN, Sadhuara and the forum has the jurisdiction to hear this complaint.

The complainant pleaded that his meter was got checked by YMPL alongwith UHBVN staff Sadhuara on 12.03.12 and load checked in the house was 2 KW. The sanctioned load of his connection was also 2 KW. The meter showed running slow by 65.59% and his meter was got packed for checking in M&T Lab and he was not called at the time of checking of the meter in M&T Lab. He received a bill on 09.03.12 showing penalty of Rs. 62985/- for 4 KW Load. The complainant has never given request for extension of load from 2 KW to 4 KW. The respondent did not give intimation of defect & imposed the penalty amount on basis of report of M&T Lab and showed the increase of load from 2 KW to 4 KW.

The complaint was received in the office of the forum on 26/3/2013. The forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly a notice of motion dated 26/03/2013 was issued to both the parties asking the complainant to submit affidavit in original which is mandatory as per HERC Guidelines and asking respondent to submit version/reply supported with affidavit duly attested by oath commissioner/notary public. The respondent submitted his version on 16.04.2013. The date of hearing was fixed on 30.04.2013 which was attended by the complainant but respondent did not attend.

The respondent stated that as per his version, the meter of the complainant was got checked by YMPL agency during 8/2011 and the same was found slow by 65.95%. Load at the time of checking found 2.093 KW. Notice was sent to the complainant for testing his meter in M&T Lab but the complainant refused to receive the notice. The meter of the complainant was got checked from M&T Lab Yamunanagar in the presence of SDO/OP, Sadhuara, and it was declared as a case of theft of energy as the internal link of the meter was found disconnected. The penalty got charged on the basis of 4 KW Load was found entered in the ledger. After the mistake came to the notice of the respondent regarding wrong entry of Load in the ledger, penalty of the complainant was revised on

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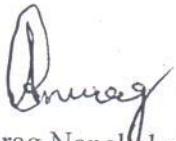
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the basis of 2.093 KW amounting to Rs. 29018/- as theft penalty and Rs.12000/- as compounding amount. The respondent also supplied the documents in support of his reply.

The grievances of the complainant regarding charging of penalty on 4 KW instead of 2.093 KW has been redressed by the respondent.

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

