



## 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-739/13

To

The CMD,  
UHBVN, Panchkula.

Memo No. Ch-13 /UH/CGRF-739

Dated: 31/5/13

Subject: - Order in respect of complaint of Sh. Prit Pal Gupta.

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, Division, UHBVN, Kaithal with a copy of order.
7. SDO/OP, Sub Divn. No.1, UHBVN, Kaithal.
8. Sh. Prit Pal Singh Excise & Taxation Officer (Retd), Rama Nand Bhawan, Main Bazar, Sanjauli, Shimla. H.P.

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

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Complaint No.	UH/CGRF - 739 of 2013
Date of Institution	04.04.13
Date of Hearing	15.05.13
Date of Order	17.05.13

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.Prit Pal Gupta ,ETO, Rama Nand Bhawan,  
Main bazaar, Sanjauli, Shimla regarding excess billing.

.....Complainant/Petitioner

Vs

- (1) XEN, Operation Division , UHBVN, Kaithal.
- (2) SDO, Op Sub-Division No.1, UHBVN, Kaithal.

.....Respondents

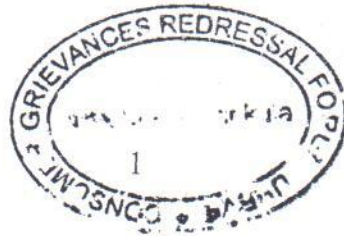
Appearance:-

For Complainant:

None

For the Respondent:

Sh. Naresh Dhillon,  
SDO, Op Sub-Division No.1, UHBVN, Kaithal.



ORDER

The complainant Sh.Prit Pal Gupta ,ETO, Rama Nand Bhawan, Main bazaar, Sanjauli who is a permanent resident of Shimla had got an electric connection bearing Meter A/c KC-23-7154 under Op Sub-Division No.1, UHBVN, Kaithal has complained of excessive billing and the Forum has the jurisdiction to hear this Complaint.

The application of the petitioner was received in this office of the Forum on 04.04.13. The Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Notice of motion was issued on 16.04.13 to both the parties asking complainant to submit affidavit and asking respondent to submit his version supported with affidavit duly attested from Oath Commissioner/Notary Public. The version of the respondent was received on 29.04.13 and the matter was taken up in the proceedings held on 15.05.13 at Panchkula.

The Complainant has pleaded that he purchased the house on 6.11.2009 and the house had remained locked since then till 16.12.12 as he resided at Shimla permanently. He has stated that the information to this effect was given to the concerned SDO vide his letter dated 17.05.10. Further, he has stated that the light of the house was disconnected since 2010, then under what circumstances the bill was issued without consumption. He was assured that the monthly minimum charges shall be charged but nothing was done despite assurances. On 29.01.13, the light was disconnected and meter taken away in his absence and was forced to pay the amount under protest.

The respondent has submitted that upto 11/2010 bill was issued to the consumer which was not paid by the consumer and after 11/2010 i.e 01/2011 to 11/2012 the bill of the consumer was issued on average basis, being premises locked and which was also not paid by the consumer. Due to non-payment surcharge was also charged by the computer from 01/2010 to 11/2012 as per Nigam's instructions. Temporary disconnection was effected after removing the PVC as meter was installed inside the consumer premises. The consumer had deposited restoration fees during the month of Jan 2013. The computer generated the bills amounting to Rs.21342/- of 26 months after adjusting average bill raised from 01/11 to 11/12 amounting to Rs.14764 which was not paid by the consumer. The meter was removed for non payment by the consumer and after payment was made by him, the meter was installed on the

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