



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-740/13

To

The CMD,
UHBVN. Panchkula.

Memo No. Ch- 12 /UH/CGRF-740

Dated: 31-5-13

Subject: - Order in respect of complaint of Smt. Bindu Relon W/o Sh. Umesh Kumar Relon.

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 Urban, Sub Divn. No. 2, UHBVN, Kaithal.
8. Smt. Bindu Relon W/o Sh. Umesh Kumar Relon, H.No. 267, Sec-20, HUDA, Kaithal.

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

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Complaint No.	UH/CGRF - 740 of 2013
Date of Institution	04.04.2013
Date of Hearing	15.04.13
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 Smt. Bindu Relon R/o H. N. 267, Sector-20, HUDA, Kaithal regarding excess and exorbitant billing.

.....Complainant/Petitioner

Vs

- (1) XEN, Operation, Division, UHBVN, Kaithal.
- (2) SDO, Op Sub-urban Sub-Division, UHBVN, Kaithal.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

None.



ORDER

The complainant Smt. Bindu Relon R/o H.N. 267, Sector-20, HUDA, Kaithal has got an electric connection bearing No.SP-10064-A under Op Sub-Urban Sub-Division No.1, UHBVN, Kaithal and pleads that her consumption be overhauled on the basis of average consumption of the new meter 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 duly supported with attested affidavit from Oath Commissioner/Notary Public. Since the version was not received in time, the matter was taken up in the proceedings held on 15.05.13 at Panchkula.

The complainant has pleaded that she received impugned bill for Rs. 8698/- for the period 15.11.10 to 15.12.10 showing consumption of 1841 units and had paid the entire bill on 30.12.10 under remonstrations and duress. The complainant had again received exorbitant bill for Rs.35451/- on 17.11.11 for the period 17.10.11 to 17.11.11.

The respondent has stated that as and when the complainant desired to check the meter, it was removed for testing in the Lab and the new one was installed on 22.12.11. As per the lab report the meter was found dead stop on electronic Test Bench. The bill of the complainant for the month of 11/2011 for Rs.35,451/- was issued on the basis of actual consumption. The amount of Rs.1920/- as interest on ACD has been adjusted in the account of the complainant vide SCA&R No.193/69/43.

The Forum considered the facts and directs the respondent to overhaul the account of the complainant for the period from 11/2011 to 01/2012 within 15 days from the receipt of the Forum's order on the basis of consumption of corresponding period of last year.

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 17.05.13.


(Anurag Nanchahal)
Member-II




(Rajbir Singh)
Member-I