



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

Shakti Bhawan, 2nd Floor, Room No. 317, Sector-6, Panchkula

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-742/13

To

The Managing Director,
UHBVN. Panchkula.


Memo No. Ch- 2/ /UH/CGRF-742

Dated: 31.5.13

Subject: - Order in respect of complaint of Dr. Deepa Bhola regarding jumping of meter and getting exorbitant bill for Rs. 75,822/- with 11430 units.

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, Kurukshetra.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Kurukshetra with a copy of order.
7. SDO, Op Sub-Division No. 2, UHBVN, Kurukshetra.
8. Dr. Deepa Bhola, Bhola Hospital, Railway Road, Kurukshetra.

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

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Complaint No.	UH/CGRF - 742 of 2013
Date of Institution	05.04.2013
Date of Hearing	30.05.13
Date of Order	31.05.13

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 Dr. Deepa Bhola , Bhola Hospital, Railway Road, Kurukshetra regarding jumping of meter and getting exorbitant bill for Rs.75822/- with 11430 units.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Kurukshetra.
- (2) SDO, S/Divn.No.2, UHBVN, Kurukshetra.
- (3) XEN/M&P Division, Kurukshetra

.....Respondents

Appearance:-

For Complainant:

Dr. Deepa Bhola

For the Respondent:

Pankaj Maan, AE/M&P, Kurukshetra.



ORDER

The complainant Dr. Deepa Bhola, Bhola Hospital, Railway Road, Kurukshetra has pleaded regarding jumping of meter and getting exorbitant bill for Rs.75822/- with 11430 units as against the average consumption of appx.1500 units per month and the Forum has the jurisdiction to try this complaint.

It has been pleaded by the complainant that CT Meter having connection No. MSN 42 installed in her premises since July 2011 had jumped and has shown an inflated reading during the month of September 2012. The complainant has pleaded before the forum that her account be regularised by adjusting the account on average basis and refund the balance amount already deposited by her.

The complaint was received in this office of the Forum on 05.04.13. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 16.04.13 was issued to both the parties intimating the complainant regarding admission of the complaint and asking respondent to submit version.

Summons were issued to both the parties for hearing on 15.05.13 and 30.05.13. The respondent SDO was present but the complainant absented. It has been intimated by XEN/M&P, Kurukshetra that no case of CT-Meter jumping has come into their notice during the last three years. The energy meter was sent to the firm M/s Genus for checking the accuracy of the meter which has reported that the meter is working accurately. When the meter is working accurately, it may be the case of accumulated reading.

The Forum considered the facts and decides that the amount has rightly been recovered from the complainant and no further action needs to be taken by the respondent. However, strict disciplinary action be taken against the meter reader who had allowed the reading to accumulate and intimate the same to the Forum.

The complaint is 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 31.05.13.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

