



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-745/13

To

The CMD,
UHBVN. Panchkula.

Memo No. Ch- 8 /UH/CGRF-745

Dated: 31.5.13

Subject: - Order in respect of complaint of M/s. IDEA Mobile Comm. LTD.

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, Rohtak.
3. CGM/Commercial, UHBVN, Panchkula.
4. SE/ 'OP' Circle UHBVN, Sonapat.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP, Division, UHBVN, Gohana with a copy of order.
7. SDO/OP City, Sub Divn., UHBVN, Gohana.
8. Sh. M.S. Chauhan, SCO-14, 2nd Floor, Sec-8, Urban Estate, Karnal.

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

CONSUMER GRIEVANCES REDRESSAL FORUM
Uttar Haryana Bijli Vitran Nigam
Room No.317, II Floor, Shakti Bhawan, Sector-6, Panchkula

Complaint No. UH/CGRF - 745 of 2013
Date of Institution 16.04.2013
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 Sh. M.S.Chauhan on behalf of M/s Idea Mobile Comm. Ltd., Gohana (Indus Towers Ltd., I.T.Park, Chandigarh) regarding refund of excess assessment due to account overhauling and overhauling the account two more times for the same period without considering the amount overhauled at the first instance of the account of the consumer account EE-21/0338 .

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

None.



ORDER

The complainant Sh. M.S.Chauhan on behalf of M/s Idea Mobile Comm. Ltd., Gohana (Indus Towers Ltd., I.T.Park, Chandigarh) has pleaded regarding refund of excess assessment due to account overhauling and overhauling the account two more times for the same period without considering the amount overhauled at the first instance of the account of the consumer account EE-21/0338 and the Forum has the jurisdiction to try this complainant.

It has been pleaded by the complainant that the excess amount charged by the respondent due to repeated wrong overhauling of the account three times without considering the amount charged in the first overhauling be refunded. The complainant has pleaded that the calculation of the duration of base period as well as duration of defective period is wrong and the necessary corrections be carried out.

The complaint was received in this office of the Forum on 16.04.13. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 30.04.13 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit his version. Summons were issued to both the parties for hearing on 15.05.13. Both the respondent SDO and the complainant were absent.

The respondent SDO has stated in his version that the version of the complainant is correct and after verifying the record, amount of Rs.80826/-becomes refundable to the complainant. The Chief Auditor has been requested to accord necessary approval to refund the excess amount as per representation of the complainant.

The Forum after considering the facts directs the respondent to refund the excess amount paid by the complainant after observing due procedures of the Nigam. The Forum disposes off the complaint without any cost on either side. File be consigned to the office record.

The order is signed by the Consumer Grievances Redressal Forum on 17.05.2013.


(Anurag Nanchahal)
Member-II


(Rajbir Singh)
Member-I

