



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-746/13

To

The CMD,
UHBVN. Panchkula.

Memo No. Ch- 7 /UH/CGRF-746

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, 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., UHBVN, Kalayat.
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 - 746 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., Kalayat (Indus Towers Ltd., I.T.Park, Chandigarh) regarding vacation of the wrong charges due to account overhauling and overhauling of the account another time for the same period.

.....Complainant/Petitioner

Vs

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

.....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., Kalayat (Indus Towers Ltd., I.T. Park, Chandigarh) has pleaded regarding refund of excess amount charged due to overhauling of account two times for the same period and the Forum has the jurisdiction to try this complaint.

It has been pleaded by the complainant that the excess amount charged by the respondent due to overhauling the account twice without considering the amount charged in the first overhauling be refunded. The complainant has pleaded before the Forum that corrective measures may be taken without any further delay.

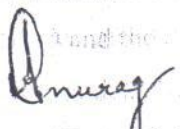
The complaint was received in this office of the Forum on 16.4.13. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 30.4.13 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit his version.

Summons were issued to both the parties for hearing on 15.5.13. 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 from the record the amount of Rs. 39,121/- has been refunded through SC & AR. The copy of SC & AR may be supplied by the respondent to the Forum.

The Forum after considered the facts dispose off the complaint without any cost on either side as no further action is required to be taken on the part of the respondent. File be consigned to the office record.

The order is issued and signed by the Consumer Grievances Redressal Forum on 18.5.2013.


(Anurag Nanchahal)
Member-II


(Rajbir Singh)
Member-I



Resist on 18.5.2013