



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-760/13

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 12 /UH/CGRF-760

Dated: 2/7/13

Subject: - Order in respect of complaint of Col. S.S. Rana regarding refund of excess amount paid.

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, Ambala.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Panchkula with a copy of order.
7. SDO/OP, City Sub-Division, UHBVN, Panchkula.
8. Col. S.S. Rana, R/o SCO No. 30A, 1st Floor, Swastik Vihar, Sector-5, MDC, Panchkula.

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



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Complaint No.	UH/CGRF – 760 of 2013
Date of Institution	14.05.2013
Date of Hearing	18.06.2013
Date of Order	20.06.2013

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 Col. S.S. Rana, R/o SCO-30A, 1st Floor, Swastik Vihar, Sector-5, MDC, Panchkula regarding refund of excess amount paid.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Panchkula.
- (2) AEE, Op City Sub-Division, UHBVN, Panchkula.

.....Respondents

Appearance:-

For Complainant:

None.

Complainant.

For the Respondent:

Sh. Prem Chand, AEE/OP, City Sub-Division, UHBVN, Panchkula.



ORDER

The complainant Col. S.S. Rana, R/o SCO-30A, 1st Floor, Swastik Vihar, Sector-5, MDC, Panchkula got NDS connection bearing A/c No. A21PC34-2257L under 'OP' City Sub-Division, UHBVN, Panchkula and Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that his premises SCO-30A FF, Swastik Vihar, Sector-5, MDC was lying closed since long as his son is undergoing post graduation in China. The energy meter removed by department without his knowledge and new meter was re-installed in Sept, 2012 after the deposited Rs. 10,000/-. He was assured that this bill will be corrected after the reading of three constitutive billing cycles. The complainant was charged without any usage of electricity and no refund made to him. He was asked to made full payments first and then request for refund later. Complainant wants solution to his complaint amicably.

The complaint received in the office of the Forum on 07.05.13. The Forum considered the facts and found the petition feasible for acceptance and the same was got admitted. Accordingly, notice of motion dated 20.05.13 issued to both the parties, asking for complainant to submit attested affidavit as per HERC guidelines and to the respondent to submit his version/reply duly supported with attested affidavit from Notary Public/Oath Commissioner.

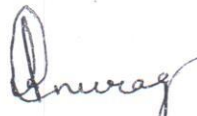
Since the version was not received in time, the matter was taken up for hearing fixed on 18.06.13 at Panchkula. The respondent attended the hearing and submitted his version but the complainant did not attend the hearing.

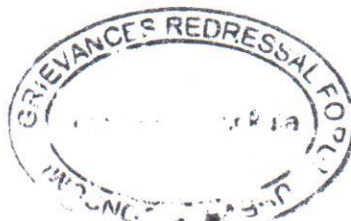
The respondent submitted as per his version that the grievance of the complainant has been redressed and a sum of Rs. 29,645/- has been refunded vide SCA&R No. 242/69/123 dated 05.05.13, which will be refunded in the bill of the consumer for the month of 06/2013.

The complaint is hereby disposed off without any cost on either side. File be consigned to the office record.

The order is issued and signed by the Consumer Grievances Redressal Forum on 20.06.2013.

The compliance of the order be intimated to the Forum within 15 days of the receipt of the order.


(Anurag Nanchahal)
Member-II




(Rajbir Singh)
Member-I