



## 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-788/13

To

The Managing Director,  
UHBVN, Panchkula.

Memo No. Ch- 28 /UH/CGRF-788

Dated: 15/11/13.

**Subject: - Order in respect of complaint of Sh. Kuldipak Ahuja.**

Enclosed please find herewith the order issued by Consumer Grievances Redressal Forum in respect of above complaint for its compliance.

DA/As above

Member-II,  
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, Sub-Urban, Sub-Division, UHBVN, Panchkula.
8. Sh. Kuldipak Ahuja, H.No. 1005, Sec-4, Panchkula.

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



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Complaint No.	UH/CGRF – 788 of 2013
Date of Institution	12.07.13
Date of Hearing	12.11.13
Date of Order	14.11.13

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 Sh. Kuldipak Ahuja, GPA Holder Smt. Tripta Sethi, R/o H. No. 1005, Sctor-4, Panchkula regarding excess charging of electricity bills.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Panchkula.
- (2) SDO, Op Sub-Urban Sub-Division, UHBVN, Panchkula.

.....Respondents

Appearance:-

For Complainant:

Sh. Kuldipak Ahuja

For the Respondent:

Sh., Pawan Chhikara, SDO/OP, Sub-Urban Sub-Division, UHBVN,  
Panchkula.



ORDER

The complainant Sh. Kuldipak Ahuja, GPA Holder Smt. Tripta Sethi, R/o H. No. 1005, Sctor-4, Panchkula has pleaded regarding excess charging of electricity bills. The area falls under the jurisdiction of Op. Sub-Urban Sub-Division, UHBVN, Panchkula and the Forum has the jurisdiction to try this suit.

It has been pleaded by the complainant regarding to excess bills for Rs. 2153 and 2717 for the period from 26.02.13 to 25.04.13 and form 26.04.13 to 25.06.13. It has been pointed out that the size of the plot is 250 Sq Yards and build up area is only 25% of the total permissible built area. The bills were raised for 400 units for 2 months during this period on an average basis. It has further been pleaded by the complainant that the bills for the above period be revised and the bill be raised on the basis of average of actual bills as his house had remained locked for majority of the period and the minimum electricity was consumed.

The application of the petitioner was received in this office of the Forum on 12.07.13. The Forum considered the facts and found the petition feasible for acceptance. Accordingly notice of motion dated 30.07.13 was issued to both the parties and respondent to submit their version duly supported with affidavit for further proceedings. The hearings were conducted on 17.09.13, 24.09.13, 22.10.13 & 12.11.2013 at Panchkula.

The respondent in its reply has submitted that earlier there was defect in the meter of the consumer and a such the consumer was charged on the average basis i.e. 320 units per bill and the said meter was changed in the month of May, 2013 but the bill was raised on average basis of 400 units due to I-code. The next bill for the month of July, 13 was also the raised on average basis. It has been assured by the respondent that the necessary adjustments shall be carried out in the next bill of the petitioner.

*A*



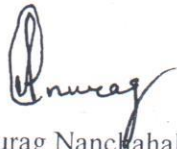
**Complaint No. 788 of 2013**

The Forum, after considering the facts and reply in detail decides that the respondent shall ensure that the necessary adjustment is carried out in the next bill of the complainant. In case the same is not done, the petitioner is at liberty to approach the Forum for necessary relief.

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

The order is signed and issued by the Consumer Grievances Redressal Forum on 14.11.2013.

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



(Anurag Nanchahal)  
Member-II



(Rajbir Singh)  
Member-I

