



## 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-800/13

To

The Managing Director,  
UHBVN. Panchkula.

Memo No. Ch- 28 /UH/CGRF-800

Dated: 18/11/13

**Subject: - Order in respect of complaint of Sh. Mukul Bansal.**

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 Divn., UHBVN, Panchkula.
8. Sh. Mukul Bansal Sub Editor R/o H.No.1044, Sec-25, Panchkula.  
For information & further necessary action with respect to order of Forum (copy enclosed).



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Complaint No.	UH/CGRF – 800 of 2013
Date of Institution	23.07.13
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. Mukul Bansal, Sr. Sub-Editor, R/o H. No. 942, Sctor-4 Now H. No. 1044, Sector-25, Panchkula regarding excess and wrong 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. Mukul Bansal.

For the Respondent:

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



ORDER

The complainant Sh. Mukul Bansal, Sr. Sub-Editor, R/o H. No. 942, Sctor-4 Now H. No. 1044, Sector-25, Panchkula has pleaded regarding excess and wrong 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 that he got a whopping power bill of Rs. 51685/- for June & July, 2012 which showed consumption of 8271 units during this period. The electricity meter was found faster by about 10% in the Lab in my absence. It has also been pointed out that the meter may have jumped / malfunctioned during the certain period of time and functioned normally thereafter and therefore the check meter or the laboratory test of the meter may not have reflected the error. It has been pleaded that he may be charged according to the load assessment norms approved by the commission when the meter remains dead / defective.

The application of the petitioner was received in this office of the Forum on 23.07.13. 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 the bill in questioned for the month of June & July was issued as per the consumption noted by the meter reader on the complaint of billing dispute, the meter was got checked in the Lab where it was found that the meter was running fast by 9.92%. Accordingly an

A



B



amount of Rs. 7000/- had been adjusted in the bills. Therefore now no issue remain.

The Forum, after considering all the facts in the matter observe that meter recorded abnormal consumption of 8271 units during billing cycle of 08/12 due to defect in the meter . This consumption is not possible for sanctioned load of 6.9 KW as per consumption record of the complainant.

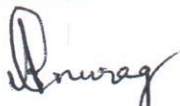
The Forum therefore decides that the amount billed for 8271 units during billing cycle 08/12 to the complainant be set aside and the complainant's account be overhauled for 08/12 on the basis of 1656 units calculated as per load factor.

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

  
(Anurag Nanchahal)  
Member-II

  
(Rajbir Singh)  
Member-I

