



## CONSUMER GRIEVANCES REDRESSAL FORUM

### Uttar Haryana Bijli Vitran Nigam

Shakti Bhawan, 2<sup>nd</sup> Floor, Room No. 317, Sector-6, Panchkula

E-mail: uhbvn\_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-801/13

To

The Chairman Cum Managing Director,  
UHBN. Panchkula.

Memo No. Ch- 16 /UH/CGRF-801

Dated: 22.10.13

**Subject: - Order in respect of complaint of Smt. Brij Rani Sharma regarding refund of amount of excess billing on a/c of jumping of the meter in respect of A/c no. ZA-II-3414-A.**

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, UHBN,  
Panchkula

CC.

1. Secretary/HERC, Sec-4, Panchkula.
2. CE/OP, UHBN, Rohtak.
3. CGM/Commercial UHBN, Panchkula.
4. SE/OP, Circle, UHBN, Panipat.
5. XEN/IT, UHBN, Panchkula. (for posting on UHBN site)
6. XEN/OP Division, UHBN, Panipat with a copy of order.
7. SDO, Op Sub-Division, Model Town, UHBN, Panipat.
8. Smt. Brij Rani Sharma w/o Sh. Ram Pal Sharma, R/o H. No. 30, Model Town, Panipat.

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



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Complaint No. UH/CGRF – 801 of 2013  
Date of Institution 23.07.13  
Date of Hearing 04.10.13  
Date of Order 08.10.13

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 Smt. Brij Rani Sharma w/o Sh. Ram Pal Sharma, R/o H. No. 30, Model Town, Panipat regarding refund of amount of excess billing on a/c of jumping of the meter in respect of A/c no. ZA-II-3414-A.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Panipat.
- (2) SDO, Op Sub-Division, Model Town, UHBVN, Panipat.

.....Respondents

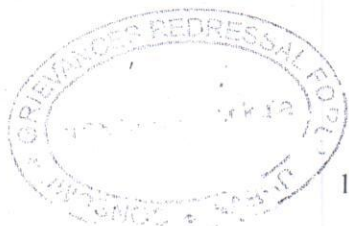
Appearance:-

For Complainant:

Sh. Ram Pal Sharma.

For the Respondent:

Sh. S.P. Singh, SDO/OP, Sub-Division, Model Town, UHBVN, Panipat.



**ORDER**

The complainant Smt. Brij Rani Sharma w/o Sh. Ram Pal Sharma, R/o H. No. 30, Model Town, Panipat has pleaded regarding refund of amount of excess billing on a/c of jumping of the meter in respect of A/c no. ZA-II-3414-A .The area falls under the jurisdiction of Op. Sub-Division, Model Town, UHBVN, Panipat and the Forum has the jurisdiction to try this suit.

It has been pleaded by the complainant that consumption of electricity was never more than 100 units per month appx. on AMR, PYM and MIN basis except Oct and Dec, 2012 cycle which is incorrect. It is felt meter might have become defective and due to jumping of the meter such a huge reading was shown and the wrong bill was prepared. It has been pleaded to get the bill corrected so that the correct amount is paid by the petitioner.

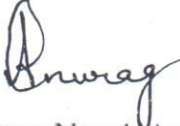
The application of the petitioner was received in this office of the Forum on 23.07.13. The Forum considered the facts and found the petition feasible for acceptance. Accordingly notice of motion dated 30.07.13 was issued to both the parties and respondent to submit their version duly supported with affidavit for further proceedings. The hearings were conducted on 13.09.13 and 04.10.2013 at Guest House, Rohtak.

The respondents in its reply has submitted that the bill was raised to the consumer on AMR bases, on June, 2012 and during August, 2012 (N) code base and during Oct, 2012 bill raised to consumer 4204 unit and after than during December, February bill raised (L) code & (N) code unit 1486 Dec, 2012. and Feb, 2013 (N) code unit 136 and April, 2013 bill raised 218 units on (S) code base. As per record verification bill rectify and Rs. 9937/- adjusted during the period Nov, 2011 to April, 2013.

The Forum, after considering the facts and reply in detail decides that no further action needs to be taken by the respondent as the necessary action as per instructions has already been taken.

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 08.10.2013.

  
(Anurag Nanchahal)  
Member-II



  
(Rajbir Singh)  
Member-I