



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-808/13

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 3 /UH/CGRF-808

Dated: 12.12.13

Subject: - Order in respect of complaint of Sh. Vijay Khurana regarding wrong and illegal billing.

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

DA/As above


Secretary,
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. Vijay Khurana, R/o H. No. 1066-B, Sector-21, Panchkula.

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
E-mail: uhbv_n_forum2006@yahoo.com

Complaint No.	UH/CGRF-808 of 2013
Date of Institution	26.07.2013
Date of Hearing	28.11.2013
Date of Order	28.11.2013

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.Vijay Khurana R/o H.No.1066-B, Sector 21,
Panchkula regarding wrong and illegal billing.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Panchkula.
- (2) SDO, S/U Sub-Division , UHBVN, Panchkula.

.....Respondents

Appearance:-

For Complainant:

Sh. Vijay Khurana.

For the Respondent:

Sh. Pawan Chikara ,SDO,S/U Sub-Division , UHBVN, Panchkula.



ORDER

The complainant Sh.Vijay Khurana R/o H.No.1066-B, Sector 21, Panchkula has pleaded regarding wrong and illegal billing and the Forum has the jurisdiction to listen to the complaint.

It has been pleaded by the complainant that his meter was declared defective and six bimonthly bills were charged at the rate of 1000 units per bill from December 2004 onwards. The defective meter was changed after appx. 11 months. An amount of Rs.17497/- was refunded after taking average consumption for the next six months as the amount was overcharged during those eleven months. In June 2006 an amount of Rs. 6032/- was again debited to his account for which he made regular representations but despite assurances by the SDOs no action could fructify. In 2012, the concerned SDO insisting for the entire payment and did not allow the payment of current bills only and ultimately he had to make payment of pending amount of Rs.27000/-. The complainant has requested that that his whole account be got checked and the errors be got rectified.

The complaint was received in this office of the Forum on 26.07.13. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 31.07.13 was issued to both the parties intimating admission of his complaint for further proceedings and asking respondent to submit version. Summons were issued to both the parties for hearing on 17.09.13, 24.09.13, 22.10.13, 12.11.13 and 28.11.13. The respondent SDO and the complainant were present .

The respondent has stated in his version that the complainant was refunded Rs. 17497/-inadvertently by taking average consumption of next six bills meaning thereby the amount was refunded keeping in view 12 month's

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consumption. Thus the respondent was required to refund Rs. 11456/- only and accordingly the account of the consumer was debited with Rs. 6032/-.

The Forum after considering all the facts decides that Rs. 6032/- ~~are~~ refundable to the complainant be got refunded.

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 28.11.2013.

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



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I