



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-814/13

To

The Chairman Cum Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 13 /UH/CGRF-814

Dated: 31.10.13

Subject: - Order in respect of complaint of M/s Aircel Digilink India Ltd., Badsikri regarding refund of amount charged on audit half margin treating the correctly working meter as defective of A/c no. CB21/0830.

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, Kaithal.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP City Division, UHBVN, Kaithal with a copy of order.
7. SDO, Op Sub-Division, UHBVN, Kalayat.
8. M/s Aircel Digilink India Ltd., Indus Towers India Ltd., SCO No. 34, 1st Floor, Mughal Canal, Karnal.

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



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Complaint No.	UH/CGRF – 814 of 2013
Date of Institution	07.08.13
Date of Hearing	22.10.13
Date of Order	24.10.13

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 M/s Aircel Digilink India Ltd., Badsikri, Indus Towers India Ltd., SCO No. 34, Mughal Canal, Karnal regarding refund of amount charged on audit half margin treating the correctly working meter as defective of A/c no. CB21/0830.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Kaithal.
- (2) SDO, Op Sub-Division, UHBVN, Kalayat.

.....Respondents

Appearance:-

For Complainant:

Sh. M.S. Chauhan.

For the Respondent:

Sh. Surinder Singh, LDC O/o SDO/OP, Sub-Division, UHBVN, Kalayat.



ORDER

The complainant M/s Aircel Digilink India Ltd., Badskri, Indus Towers India Ltd., SCO No. 34, Mughal Canal, Karnal has pleaded regarding refund of amount charged on audit half margin treating the correctly working meter as defective of A/c no. CB21/0830. The area falls under the jurisdiction of Op. Sub-Division, UHBVN, Kalayat and the Forum has the jurisdiction to try this suit,

It has been pleaded by the complainant that the connection of the meter was installed on 30.08.07. The meter reading was not being recorded and the provisional billing was being done. The meter is now checked by the Nigam and found working satisfactorily. The meter reading is recorded as 37295. the provisional billing during the period Rs. 147291/- has been adjusted in the month of 09/2012. A sum of Rs. 137502/- and Rs. 15928/- was proposed to be charged from the petitioner on a/c of audit half margin treating the meter as defective. It has pleaded to refund the amount of Rs. 153430/- in their account.

The application of the petitioner was received in this office of the Forum on 07.08.13. The Forum considered the facts and found the petition feasible for acceptance. Accordingly notice of motion dated 19.08.13 was issued to the both parties and respondent to submit their version duly supported with affidavit for further proceedings. The hearing was conducted on 22.10.2013 at Panchkula

The respondents in its reply has submitted that the excess amount of Rs. 153430/- charge by audit is refundable / adjustable and the case for concurrence of Chief Auditor has been sent to his office on 07.10.13 for refund of the excess amount already charged.

The Forum, after considering the facts and reply in detail decides that excess amount already charged from the petitioner for Rs. 153430/- be adjusted



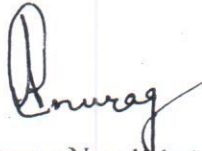
Complaint No. 814 of 2013

in the account of the petitioner immediately on receipt of concurrence from the office of Chief Auditor.

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 24.10.13.

The compliance of the order of the Forum shall be reported within 15 days from the date of receipt of the order.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

