



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-823/13

To

The Managing Director,
UHBN. Panchkula.

Memo No. Ch- 25 /UH/CGRF-823

Dated: 20/11/13

Subject: - Order in respect of complaint of Sh. M.L Sachdeva.

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, Panchkula.
3. SE/ 'OP' Circle UHBN, Ambala.
4. CGM/Commercial UHBN, Panchkula.
5. XEN/IT, UHBN, Panchkula. (for posting on UHBN site)
6. XEN/OP Division, UHBN, Ambala with a copy of order.
7. SDO/Op, City, Sub-Division East, UHBN, Ambala.
8. Sh. M.L. Sachdeva Resident of House No.1402 Sector -7, Urban Estate, Karnal.

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

Complaint No.	UH/CGRF - 823 of 2013
Date of Institution	12.08.2013
Date of Hearing	12.11.2013
Date of Order	19.11.2013

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. M.L.Sachdeva R/o House No.1402, Sec. -7,
Urban Estate, Karnal regarding wrong and excessive billing.

.....Complainant/Petitioner

Vs

- (1) XEN, Op City Division, UHBVN, Ambala.
- (2) SDO, Op. City Sub-Divn.East, UHBVN, Ambala.

.....Respondents

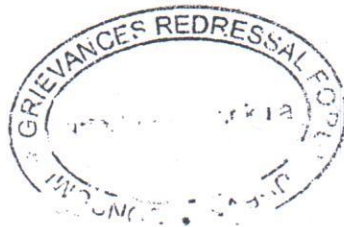
Appearance:-

For Complainant:

Sh. M.L.Sachdeva

For the Respondent:

Sh. Ravi Kajal, SDO, Op. City Sub-Divn.East, UHBVN, Ambala



ORDER

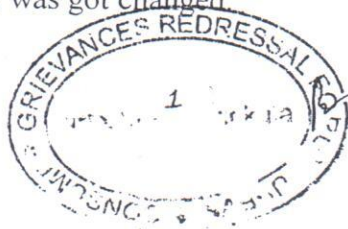
The complainant Sh. M.L.Sachdeva R/o House No.1402, Sec. -7, Arban Estate, Karnal has complained regarding wrong and excessive billing and the Forum has the jurisdiction to try this complaint.

It has been pleaded by the complainant that the electric meter office house was creeping without load an bill for Rs. 25,840/- was raised on 06.11.2012. As suggested by the respondent meter challenge fees for Rs. 250/- was deposited but after repeated request no check meter was installed. Again challenge fee of Rs. 250/- against SJO No. 939/11 was issued but the same has not been effected till date. The entire amount has been paid under protest. The respondent has changed my defective meters with new one and set aside his request for challenge meter. The first bill of new meter was issued on 12.05.2013 for 746 units with N Code as per previous year consumption for the correspondence period and 2nd bill was issued on 12.07.2013 with L Code for 1846 units as per previous year consumption. It has further be impleaded to provide his justice since his premises was locked and no electric fitting was there

The complaint was received in this office of the Forum on 12.08.13. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 19.08.13 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit his version. Summons were issued to both the parties for hearing on 12.11.13. The respondent SDO and complainant were present. .

The respondent has stated in his version that the premises has been checked by him personally and has found that the supply is not being used by the petitioner since last 10 to 11 months. It has further been intimated that the consumer billing for the month of 05/13 and 07/13 was done on average basis due to locked premises. The same shall be rectified in the month of September, 2013 subject to premises found open during taking reading.

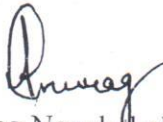
The Forum observed that check meter was not provided by the respondent and the benefit of abnormal consumption from 07/12 to 11/12 has not been given to the petitioner. The reason for change has been mentioned as fast running of meter in the MCO vide which the meter was got changed



The Forum considered all the relevant record / facts in the case and decide that the account of the complainant be got overhauled for the period 07/12 to 11/12 on the basis of consumption of corresponding period of previous year when the meter was OK.

The Forum disposes off the complaint without any cost on either side. File be consigned to the office record. The order is signed by the Consumer Grievances Redressal Forum on 19.11.2013.

The compliance of the order of the forum shall be intimated within 15 days of receipt of the order.


(Anurag Nanchahal)
Member-II


(Rajbir Singh)
Member-I

