



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

Shakti Bhawan, 2nd Floor, Room No. 317, Sector-6, Panchkula

E-mail: uhbv_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-825/13

To

The Chairman Cum Managing Director,
UHBVN. Panchkula.

Memo No. Ch-17/UH/CGRF-825

Dated: 31.10.13

Subject: - Order in respect of complaint of Sh. O.P. Diwan regarding wrong charging of arrear in his meter A/c no. A21PC380709M.

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 City Division, UHBVN, Panchkula with a copy of order.
7. SDO, Op City Sub-Division, UHBVN, Panchkula.
8. Sh. O.P. Diwan, R/o H. No. 524/8, Panchkula.

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



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Complaint No.	UH/CGRF – 825 of 2013
Date of Institution	12.08.2013
Date of Hearing	22.10.2013
Date of Order	24.10.2013

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. O.P. Diwan, R/o H. No. 524/8, Panchkula regarding wrong charging of arrear in his meter A/c no. A21PC380709M.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Panchkula.
- (2) SDO, Op City Sub-Division, UHBVN, Panchkula.

.....Respondents

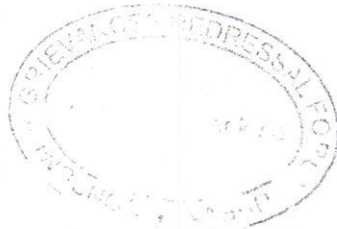
Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Sushil Kumar MR O/o SDO/OP, City Sub-Division, UHBVN, Panchkula.



ORDER

The complainant Sh. O.P. Diwan, R/o H. No. 524/8, Panchkula has pleaded regarding wrong charging of arrear in his meter A/c no. A21PC380709M. The area falls under the jurisdiction of 'OP' City Sub-Division, UHBVN, Panchkula and the Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that superfluous arrear added in his bill no. 5016 dated 11.05.13 and 10.07.13 for Rs. 2736/- as a result of some audit objection of low consumption from Dec to March, 2009 as compared to April-May, 2009 when new meter was installed. Another arrear of Rs. 1613/- added in the bill issued in 07/2013. The consumption in Dec to March always remain low as compared to the consumption in April-May due to change of season. The complainant is pensioner since last 27 years.

The complaint was received in the office of the Forum on 12.08.13. The Forum considered the facts and found the petition feasible for acceptance and the same was got admitted. Accordingly, notice of motion dated 19.08.13 issued to both the parties asking complainant to submit attested affidavit in support his complaint and to the respondent to submit his version/reply duly supported with attested affidavit.

Since the version was not received from the respondent so the matter taken up for hearing fixed on 24.09.13 in the office of the CGRF, Panchkula. Hearing not attended on 24.09.2013 by both the parties. Again hearing got fixed on 22.10.2013 which was attended by lower level official of the respondent who submitted version without supported affidavit as well as without copy of half margin thereby wasting the precious time of forum. The incomplete version causes hinderance in decision by the Forum.

The respondent as per his version submitted that Rs. 1178/- deposited by the complainant got posted in wrong A/c no. PC-38/709 which was set right in the month of 7/2013 and secondly Rs. 2736/- charged in the bill of 5/2013 on account of half margin no. 102 for the defective period of 1/2009 to 3/2009.

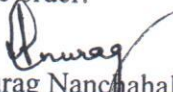
The Forum observed that undue harassment has been caused to the elderly complainant due to wrong posting of amount in ledger as well as due to wrong overhaul of A/c of the complainant for the defective winter period on the basis of summer consumption.

The Forum decide that half margin no. 102 be set aside and A/c be again overhauled on the basis of consumption records during the corresponding period of 01/10 to 03/10.

The complaint is hereby disposed off without any cost on either side. File be consigned to the office record.

The order got signed and issued by the Consumer Grievances Redressal Forum on 24.10.2013.

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


(Anurag Nanchahal)
Member-II


(Rajbir Singh)
Member-I

