



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbv_n_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-826/13

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 15 /UH/CGRF-826

Dated: 18/11/13

Subject: - Order in respect of complaint of Sh. I.R Goel.

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, Karnal.
 5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
 6. XEN/OP, Division, UHBVN, Karnal with a copy of order.
 7. SDO/OP, Sub-Urban Sub Divn., UHBVN, Karnal.
 8. Sh. I.R. Goel, R/o H.No. 1202, Sector-6, Urban Estate, Karnal.
- For information & further necessary action with respect to order of Forum (copy enclosed).

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Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbvn_forum2006@yahoo.com

Complaint No.	UH/CGRF – 826 of 2013
Date of Institution	12.08.2013
Date of Hearing	04.10.2013
Date of Order	15.11.2013

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. I.R.Goel, R/o H. No.1202, Sector 6, Urban Estate,Karnal regarding incorrect and wrong billing.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Dharam Suhag,AEE,S/U Sub-Division , UHBVN, Karnal.



ORDER

The complainant Sh.I.R.Goel, R/o H. No.1202, Sector 6, Urban Estate,Karnal has complained regarding incorrect and wrong billing for account No.LS12-6010Y and the Forum has the jurisdiction to listen to the complaint.

It has been pleaded by the complainant that his meter was not functioning properly since Jan.2013. Bill for Feb.13 was Rs.764/- and bills for April 2013 and June 2013 were issued on the basis of consumption during 2012 during the same period. The bill for June 2013 was Rs.17231/- including Rs.15151/- towards sundry charges which was later reduced to Rs.9840/-. It has been pleaded that the billing is to be based on average consumption for immediately preceding six months and should have been for 397 units and not 1094 units. The complainant has requested to get the bill rectified

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 intimating admission of his complaint for further proceedings and asking respondent to submit version. Summons were issued to both the parties for hearing on 04.10.13. The respondent SDO was present whereas the complainant absented.

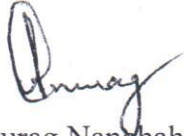
The respondent has stated in his version that the meter of the complainant was found dead on verification by the Area In-charge. Due to this reason the account of the petitioner was overhauled and Rs.7760/- were charged including Rs. 2750/- as cost of meter vide SC&AR17/16/148. Now the meter has been changed vide MCO dated 29.06.13. Now Rs.3832/-have been adjusted vide SC&A No.49/69/153.

The Forum after considering all the facts decides that since the necessary action has already been taken by the respondent, no further action is required to be taken by the respondent.



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

The order is signed by the Consumer Grievances Redressal Forum on
15.11.2013.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

