



**CONSUMER GRIEVANCES REDRESSAL FORUM**

**Uttar Haryana Bijli Vitran Nigam**

Shakti Bhawan, 2<sup>nd</sup> Floor, Room No. 317, Sector-6, Panchkula

E-mail: uhbvn\_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-827/13

To

The Managing Director,  
UHBVN, Panchkula.

Memo No. Ch-28 /UH/CGRF-827

Dated: 14.1.14

**Subject: - Order in respect of complaint of Brig. I.S. Gakhal regarding excess 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. Brig. I.S. Gakhal, R/o H. No. 1071, Sector-2, Panchkula.

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



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Complaint No.	UH/CGRF – 827 of 2013
Date of Institution	26.08.2013
Date of Hearing	23.12.2013
Date of Order	31.12.2013

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 Brig. I.S. Gakhal, R/o H. No. 1071, Sector-2, Panchkula regarding excess billing.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

None.



ORDER

The complainant Brig. I.S. Gakhal, R/o H. No. 1071, Sector-2, Panchkula has complained regarding excess billing of his meter A/c no. A27PS430095P under SDO/OP, Sub-Urban Sub-Division, UHBVN, Panchkula. The Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that his meter was got replaced on his request dated 18.01.2013 duly inspected vide receipt no. 331 dated 22.01.2013. On 03.04.2013 he was billed for Rs. 7726/- which he represented on 09.04.13. On 10.08.13 he received bill no. 8597 for Rs. 24456/- which is in excess of the electricity used as per his last consumption from the bill from 06.10.12 to 03.06.13. The complainant further pleaded that there is three fold increase in consumption in his bill without any increase in load usage.

The complaint was received in the office of the Forum on 26.08.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 03.09.2013 was issued to both the parties asking complainant to submit affidavit in support of his complaint and to the respondent to submit his version/reply supported with attested affidavit.

Since the version did not receive in time, so the matter taken up for hearing fixed on 22.10.13, 12.11.13, 28.11.13, 12.12.13 and 23.12.13 in CGRF, UHBVN, at Panchkula. The respondent submitted his version on 12.12.2013.

The respondent submitted as per his version that connection in the name of Sh. Nand Lal with A/c no. PS43/0095P with sanctioned load of 10.1 KW. The meter got checked from JE and found OK. As per previous record and reading taken on 11.12.13 consumption is 743 which clearly shows that in the last two billing cycle due to summer season consumption was on higher side. Further if the complainant is not

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satisfied with the working of the meter the same can be got checked by installation of check meter after deposit of challenge fee.

The Forum considered all the facts in the matter and complainant is advised to deposit challenge fee if not satisfied with the working of the new meter as there seems no deficiency on the part of the respondent. The meter security charged be refunded as the complainant has supplied his own meter.

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 31.12.2013.



(Anurag Nanchahal)  
Member-II



(Rajbir Singh)  
Member-I

