



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-828/13

To

The Chairman Cum Managing Director,
UHBVN. Panchkula.


Memo No. Ch-14 /UH/CGRF-828

Dated: 31.10.13

Subject: - Order in respect of complaint of Sh. D.V. Sobti regarding excess billing of Rs. 20882/- of his meter A/c no. VV15-2501.

Enclosed please find herewith the order issued by Consumer Grievances Redressal Forum in respect of above complaint for its compliance.

DA/As above


Member-I,
CGRF, UHBVN,
Panchkula

CC.

1. Secretary/HERC, Sec-4, Panchkula.
2. CE/OP, UHBVN, Rohtak.
3. CGM/Commercial UHBVN, Panchkula.
4. SE/OP, Circle, UHBVN, Sonipat.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Sonipat with a copy of order.
7. SDO, Op Sub-Division, Model Town, UHBVN, Sonipat.
8. Sh. D.V. Sobti, R/o H. No. B-37, Sujan Singh Park, Sonipat.

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



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Complaint No.	UH/CGRF – 828 of 2013
Date of Institution	26.08.2013
Date of Hearing	04.10.2013
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. D.V. Sobti, R/o H. No. B-37, Sujan Singh Park, Sonipat regarding excess billing of Rs. 20882/- of his meter A/c no. VV15-2501.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Sonipat.
- (2) SDO, Op Sub-Division, Model Town, UHBVN, Sonipat.

.....Respondents

Appearance:-

For Complainant:

Sh. D.V. Sobti.

For the Respondent:

Sh. R.K. Nirmal, SDO/OP, Sub-Division, Model Town, UHBVN, Sonipat.



ORDER

The complainant Sh. D.V. Sobti, R/o H. No. B-37, Sujan Singh Park, Sonipat has pleaded regarding excess billing of Rs. 20882/- of his meter A/c no. VV15-2501. The area falls under the jurisdiction of 'OP' Sub-Division, Model Town, UHBVN, Sonipat and the Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that in the month of Feb, 2013 he received excess bill of Rs. 20882/- in contravention of sale circular no. 34/2004 and after pursuance with SDO/XEN, he was informed by SDO for refund of Rs. 6202/- and on further appeal to XEN he got another refund of Rs. 8625/-. The complainant still not satisfied made appeal to SE and after exhausting all the channels of Redressal, the complainant has approached to the Forum for compensation for delay in the matter.

The complaint was received in the office of the Forum on 26.08.13. The Forum considered the facts and found the petition feasible for acceptance and the same was got admitted. Accordingly, notice of motion dated 03.09.13 was 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 from Notary/Oath Commissioner.

Since the version was not received in time from the respondent so the petition was taken up for hearing fixed on 04.10.2013 at UHBVN, Guest House, Rohtak. Both the parties attended the hearing.

The respondent as per his version has submitted that the dead stop meter of the complainant was replaced on 20.01.11. A half margin for the period from 11.08.10 to 10.02.11 was issued on the basis of 2156 units per billing cycle for the month of 04/11, 06/11 & 08/11. The average billing charged to the complainant during the defective period has been overhauled as per sale circular U29/2011. On the basis of average of preceding month after installation of new meter. Rs. 6202/- was refunded to the complainant on 14.05.2013 vide SCA&R no. 297/99/C-2 and Rs. 8625/- refunded on

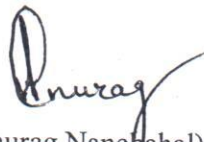
Complaint No. 828 of 2013

19.06.2013 vide SCA&R no. 290/125/C-2 found excess charged in the half margin by audit party.

The respondent has redressed the grievances of the complainant and no further action is required in the matter.

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

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



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

