



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-830/13

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 28 /UH/CGRF-830

Dated: 12/12/13

Subject: - Order in respect of complaint of Sh. Bhim Sain Mehta regarding excess bill of his meter A/c no. MK36/1031M.

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, Ambala Cantt. with a copy of order.
7. SDO, Op Sub-Division, UHBVN, Babyal.
8. Sh. Bhim Sain Mehta, R/o R-32, Mahesh Nagar, Ambala Cantt.

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



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Complaint No.	UH/CGRF – 830 of 2013
Date of Institution	27.08.2013
Date of Hearing	28.11.2013
Date of Order	28.11.2013

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. Bhim Sain Mehta, R/o R-32, Mahesh Nagar, Ambala Cantt. regarding excess bill of his meter A/c no. MK36/1031M.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Ambala Cantt.
- (2) SDO, Op Sub-Division, UHBVN, Babyal.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Sh. S.K. Goel, SDO/OP, Sub-Division, Babyal.



ORDER

The complainant Sh. Bhim Sain Mehta, R/o R-32, Mahesh Nagar, Ambala Cantt. has complained of excess bill of his meter A/c no. MK36/1031M under SDO 'OP' Sub-Division, UHBVN, Babyal and the Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that a bill no. 04304 dated 27.07.13 issued for Rs. 12156/- for his meter A/c no. MK36/1031M includes sundry charges of Rs. 7880/- which shall be deducted from his bill. The electric meter replaced by UHBVN after a period of 2 years 3 month. The meter spot verification by JE was carried out on 11.12.09 for meter Sr. No. 103857 with meter reading 6036. The meter was changed on 06.02.12 and meter reading shown as 6890 on 30.01.10 despite verification by JE as 6036. The complainant wants revise bill after deduction of Rs. 3000/- paid on 28.10.09 and Rs. 2800/- paid on 15.12.09.

The complaint received in the office of the Forum on 27.08.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 08.10.2013 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 from Notary Public/Oath Commissioner.

Since the version was not received in time, the matter was taken up for hearing fixed on 22.10.13, 12.11.13 and on 28.11.13 in CGRF office at Panchkula. The respondent submitted the version dated 03.10.13 on 22.10.13.

The respondent submitted as per his version that meter of the complainant found defective during 12/2009, same was got checked by area-incharge on 12/2009 and the meter was found dead stop. The complainant deposited the cost of meter on 10.01.12 and same was got replaced by the Nigam during 02/2012. The billing during this period was done on average basis. Now the consumer A/c has been overhauled from 07/2009 to 03/2012 taking the new consumption average of 446 units/bimonthly and an amount of Rs. 9759/- found recoverable from the complainant.

The Forum considered all the facts in the matter and observed that the defective period of the complainant from 07/2009 to 03/2012 relates to summer season as well as to winter season but the A/c has been overhauled on the basis of period of 05/2012 to 09/2012 which totally relates to summer season.

The Forum therefore decides that the A/c of the complainant be overhauled again on the basis of corresponding month consumption after replacement of meter i.e. 07/2009 to 05/2010 on the basis of consumption during 07/2012 to 05/2013,

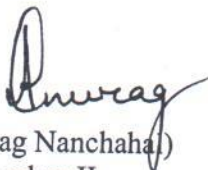


07/2010 to 05/2011 also on the basis of 07/2012 to 05/2013 and 07/2011 to 03/2012 on the basis of 07/2012 to 03/2013 so that bill of the complainant on account of overhauling purely on summer season basis is avoided.

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

The order got issued and signed by the Consumer Grievances Redressal Forum on 28.11.2013.

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


(Anurag Nanchahal)
Member-II


(Rajbir Singh)
Member-I

