



**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-831/13

To

The Chairman Cum Managing Director,  
UHBVN. Panchkula.

Memo No. Ch- 21 /UH/CGRF-831

Dated: 13.11.13

**Subject: - Order in respect of complaint of Sh. Sham Lal Jain regarding correction/overhauling of his account KR-14-2662-L.**

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, 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, Industrial Area, UHBVN, Sonipat.
8. Sh. Sham Lal Jain, R/o H. No. 180, Ward No. 29, Near Shiva Shiksha Sadan, Sonipat.

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



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|                     |                       |
|---------------------|-----------------------|
| Complaint No.       | UH/CGRF – 831 of 2013 |
| Date of Institution | 29.08.2013            |
| Date of Hearing     | 06.11.2013            |
| Date of Order       | 07.11.2013            |

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. Sham Lal Jain, R/o H. No. 180, Ward No. 29,  
Near Shiva Shiksha Sadan, Sonipat regarding correction / overhauling of his account no.  
KR-14-2662-L.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Sonipat.
- (2) SDO, Op Sub-Division, Industrial Area, UHBVN, Sonipat.

.....Respondents

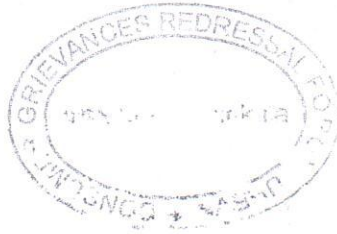
Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Ravi, O/o SDO/OP, Sub-Division, Industrial Area, UHBVN, Sonipat.



**ORDER**

The complainant Sh. Sham Lal Jain R/o H.N. 180, Ward No.29, Near Shiva Shiksha Sadan, Sonipat has pleaded regarding correction/overhauling of his account KR-14-2662-L and the Forum has the jurisdiction to try this complaint.

It has been pleaded by the complainant that his meter was wrongly declared dead by the meter reader and bills were sent to him on average basis while his meter was O.K. as reported by the concerned J.E. The bills had been raised on minimum and average basis. It is further pleaded by the complainant to get his account overhauled on minimum charges basis. The complainant has pleaded before the forum that corrective measures may be taken without any further delay.

The complaint was received in this office of the Forum on 28.08.13. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 03.09.13 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit his version.

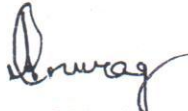
The respondent SDO was present but the complainant was absent.

The respondent SDO has stated in its version that the bill of the consumer was raised on MMC from 04/09 to 06/11 and from 08/11 to 12/12 the bill was raised on average basis due to meter shown defective by the meter reader but the meter was found O.K. by the concerned J.E. and accordingly Rs.8118/- were refunded to the customer. The account of the complainant was overhauled by audit and charged Rs.2711/- on defective meter. The respondent has also furnished the original letter of the complainant addressed to the respondent wherein it is stated that the grievance of the petitioner has been addressed by the respondent and that the complainant shall pay his balance arrears.

The Forum after having considered the facts decide that since the grievances of the petitioner stand addressed, no further action needs 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 07.11.2013.



(Anurag Nanchahal)  
Member-II



(Rajbir Singh)  
Member-I

