



**CONSUMER GRIEVANCES REDRESSAL FORUM**

**Uttar Haryana Bijli Vitran Nigam**

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

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Complaint No.	UH/CGRF – 836 of 2013
Date of Institution	09.09.2013
Date of Hearing	15.11.2013
Date of Order	19.11.2013

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. Kapur Singh S/o Sh. Hari Singh, R/o Village Jamalpur, Tehsil Matanhail, Jhajjar regarding correction of bill and the meter A/c No. is JM11-0012 in his father's name.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Beri.
- (2) SDO, Op Sub-Division, UHBVN, Matanhail.

.....Respondents

Appearance:-

For Complainant:

Sh. Kapur Singh S/o Hari Singh

For the Respondent:

Sh. M.S Sigroha, SDO/OP, S/Division, Matanhail



ORDER

The complainant Sh. Kapur Singh S/o Sh. Hari Singh R/o Village Jamalpur, Tehsil Matanhail, Jhajjar has complained regarding correction of bill and the meter A/c No. is JM11-0012 in his father's name under Op Sub-Division, UHBVN, Matanhail and the Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that the energy bill in the name of his father was in minus after the death of his father. He was residing in other house with the result he could not take care of bill. Now he has started residing in that house and found energy bill amounting to Rs. 21311/-. On enquiry from the Sub-Division office he was told that energy bill was issued in minus due to clerical mistake. Complainant wants correction of his bill as per scheme of 40 units per month.

The complaint was received in the office of the Forum on 09.09.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 17.09.2013 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 was not received in time from the respondent, so the matter was taken up for hearing fixed for 30.10.13 at UHBVN Guest House Rohtak, 11.11.2013 at Circle office Jhajjar and on 15.11.2013 at UHBVN Guest House Rohtak.

The respondent submitted his version on 11.11.2013. The respondent submitted as per his version that the billing of the complainant was being done on average basis till 12/2008 and in the month of 03/2009 computer cell adjusted amount of Rs. 24503/- by billing for 71 months resulting into minus billing. The complainant was making payment regularly before 02/2009. The Sub-Division office charged 19607/- vide SCAR No. 190/49 in the month of 04/2010 towards excess amount adjusted by computer. The complainant stopped bill payment after minus billing. Now in the month of 09/2013 the amount outstanding is Rs. 22947/-

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which was not paid by the complainant. There is no scheme of 40 units per month at present as desired by complainant.

The Forum considered all the facts in the matter and decides that average billing of 160 units to the complainant from 01/2008 to 05/2012 be reduced to 80 Units per month as well as benefit of surcharge of 80 units from 01/2008 to 05/2012 be given as per consumption data of the complainant after replacement of defective 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 19.11.2013.

The compliance of the order be informed to the Forum with in fifteen days from the date of receipt of the order.



(Anurag Nandahal)  
Member-II



(Rajbir Singh)  
Member-I

