



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-838/13

To

The Chairman Cum Managing Director,
UHBVN, Panchkula.

Memo No. Ch- 13 /UH/CGRF-838

Dated: 31.10.13

Subject: - Order in respect of complaint of Sh. Ajay Kumar regarding excess billing of his meter A/c no. PC-16/2134.

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, 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 City Sub-Division, UHBVN, Panchkula.
8. Sh. Ajay Kumar, R/o H. No. 603/9, Panchkula.

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



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Complaint No.	UH/CGRF – 838 of 2013
Date of Institution	10.09.2013
Date of Hearing	22.10.2013
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. Ajay Kumar, R/o H. No. 603/9, Panchkula regarding excess billing of his meter A/c no. PC-16/2134.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

Sh. Narinder Nath..

For the Respondent:

Sh. Sushil Kumar MR O/o SDO/OP, City Sub-Division, UHBVN, Panchkula.



ORDER

The complainant Sh. Ajay Kumar, R/o H. No. 603/9, Panchkula has pleaded regarding excess billing of his meter A/c no. PC-16/2134. The area falls under the jurisdiction of 'OP' City Sub-Division, UHBVN, Panchkula and the Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that he persued with AEE in City Sub-Division, Panchkula on 21.06.13, 03.07.13, 24.07.13 regarding faulty meter/jumping of meter reading as meter was showing consumption of 5140 units in just one month which is not possible for residential complex. The department replaced the faulty meter but he received bill of Rs. 35,000/-. He was assured to deposit this bill which will be corrected after the issue of 3 bill of new meter by the respondent SDO. The complaint expressed helpless to deposit such a huge amount of bill of Rs. 35,000/- and wants relief from the Forum.

The complaint was received in the office of the Forum on 10.09.13. The Forum considered the facts and found the petition feasible for acceptance and the same was got admitted. Accordingly, notice of motion dated 17.09.13 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. The Interim Order also issued by the Forum on 17.09.13 for stay of the amount of excess bill till decision as well as direction to the respondent not to disconnect supply.

Since the version was not received in time so the matter taken up for hearing fixed on 22.10.2013 in the office of the CGRF, Panchkula attended by the complainant and very junior level official of the respondent who has submitted version which was not supported with attested affidavit as well as version not found complete as per complaint.

The respondent as per his version submitted that the meter of the complainant was replaced vide MCO no. 8/398 dated 16.07.13 and removed meter showing fixed reading 9724. New meter reading taken in 08/2013 was 273 units. Therefore,

A



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Complaint No. 838 of 2013

complainant was billed for 4407 units which includes 4134 units of old meter plus 273 unit of new meter in 8/2013. The respondent supplied consumption data for the period 12/2011 to 08/2013 in respect of the complainant.

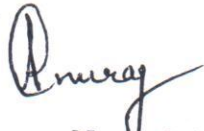
The Forum observed that the respondent did not give the reason of replacement of meter as well as not supplied the copy of MCO. The respondent has also not given any details about any check meter installed as well as also not defended in his reply that the amount of Rs. 35,000/- is rightly recoverable from the complainant or not.

The Forum after considering the available record decides that the complainant A/c of 8/2013 be overhauled on the basis of consumption of 8/2012 with the understanding that meter recorded abnormal consumption due to defect in the meter.

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

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

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



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

