



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-839/13

To

The Chairman Cum Managing Director,
UHBVN. Panchkula.


Memo No. Ch- 12 /UH/CGRF-839

Dated: 31. 10. 13

Subject: - Order in respect of complaint of Smt. Neeraj Rani regarding excess bill of Rs. 28000/-.

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. Smt. Neeraj Rani, R/o H. No. 1094/10, Panchkula.

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



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

Complaint No. UH/CGRF – 839 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 Smt. Neeraj Rani, R/o H. No. 1094/10, Panchkula regarding excess bill of Rs. 28000/- in her meter A/c no. A21PC12/931.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

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



ORDER

The complainant Smt. Neeraj Rani, R/o H. No. 1094/10, Panchkula has pleaded regarding excess bill of Rs. 28,000/- in her meter A/c no. A21PC12/931. 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 she is residing in H. No. 1094, Sector-10, Panchkula since last 8 years and now got installed 3 phase meter on extension of load due to low voltage problem. She never got her energy bill more than Rs. 3000/- but now got bill of Rs. 28,000/-. She deposited Rs. 10,000/- and she wants checking of her meter as well as she wants to know the reading of her meter. The house is three storeyed and each storey has a separate meter and her meter is on ground floor.

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 the complainant to submit attested affidavit in support her complaint and to the respondent to submit his version/reply duly supported with attested affidavit. 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 Forum. The complainant did not attend the hearing and the respondent deputed lower level official with version without supported attested affidavit.

The respondent as per his version submitted that the meter of the complainant was replaced vide SJO no. 33/310 dated 27.06.13 on account of extension of load from 2 KW to 6 KW (from single phase to 3 phase). The reading of the new meter was taken during 07/2013 and found consumption of 3906 units and 399 units found balance in the old single phase meter removed. The consumption was found to be 4305 units.

The Forum considered the facts and observed that although consumption is likely to exceed on extension of load from 2 KW to 6 KW but the consumption seems to be higher side than expected as per consumption data.

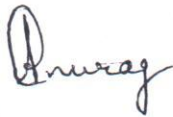
A



The Forum decides that the account of the complainant be overhauled on the basis of succeeding consumption of the corresponding period i.e. for the month of 07/2013 on the basis of 07/2013.

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.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

