



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

Shakti Bhawan, 2nd Floor, Room No. 317, Sector-6, Panchkula

E-mail: uhbvvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-841/13

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch-21 /UH/CGRF-841

Dated: 17-1-14

Subject: - Order in respect of complaint of Sh. Ved Parkash regarding correction of his bill of meter A/c no. X41KC17-9563N.

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, Kaithal.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Kaithal with a copy of order.
7. SDO, Op Sub-Division No. 1, UHBVN, Kaithal.
8. Sh. Ved Parkash S/o Sh. Chitar Mal, C/o Sh. Ram Chander, Subhash Nagar, Khurana Road, Kaithal.

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



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Complaint No.	UH/CGRF – 841 of 2013
Date of Institution	16.09.2013
Date of Hearing	12.12.2013
Date of Order	30.12.2013

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. Ved Parkash S/o Sh. Chitar Mal, C/o Sh. Ram Chander, Subhash Nagar, Khurana Road, Kaithal regarding correction of his bill of meter A/c no. X41KC17-9563N.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Kaithal.
- (2) SDO, Op Sub-Division No. 1, UHBVN, Kaithal.

.....Respondents

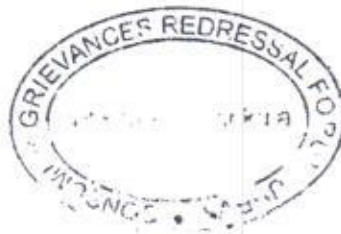
Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Harish Kumar.



ORDER

The complainant Sh. Ved Parkash S/o Sh. Chitar Mal, C/o Sh. Ram Chander, Subhash Nagar, Khurana Road, Kaithal has complained regarding correction of his bill of meter A/c no. X41KC17-9563N under SDO/OP, Sub-Division No. 1, UHBVN, Kaithal. The Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that he has represented to SE/OP, Kaithal on 11.04.13, 13.05.13, 19.06.13 and again on 19.08.13 but he was not listened. His connection also disconnected. His meter was got replaced with new meter in April, 2013 by showing meter defective/misplaced. His meter was recording properly as new meter reading was shown in the defective meter. The complainant wants his connection be restored, his bill be corrected as well as to correct the past two bills for which he has deposited Rs. 4335/-.

The complaint was received in the office of the Forum on 16.09.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 26.09.2013 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 did not receive in time, so the matter taken up for hearing fixed on 12.11.13, 28.11.13 and on 12.12.13 in the office of CGRF, UHBVN at Panchkula. The respondent submitted his version dated 12.12.13.

The respondent submitted as per his version that the meter of the complainant became defective during reading in 10/2012 and further HESL staff recorded reading during 10/12=7957 to 7957, 12/12=8039, 02/13=8150, 04/13=8242 and 06/13=8402 but the billing of the complainant was done on average basis as per sale circular no. 29/11 by the computer agency from 10/12 to 06/13. Further the meter of the complainant was replaced vide MCO no. 83/79 dated 15.05.13 on IR 12 with FR F.D. The ledger copy of the complainant from 08/2010 to 12/2013 was also supplied by the respondent.

The Forum considered all the facts in the matter and observed that as per ledger copy the meter of the complainant was not defective till 06/13 but reading was not recorded properly as well as respondent did not listen to the complainant patiently.

The Forum considered all the facts decides that the bill of the complainant be corrected as per reading recorded upto 06/13 considering the meter OK.


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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 30.12.2013.

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


(Anurag Nanchahal)
Member-II


(Rajbir Singh)
Member-I

