



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-843/13

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 12 /UH/CGRF-843

Dated: 20/11/13

Subject: - Order in respect of complaint of Sh. K.K. Gupta.

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, 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 Divn. No.II, UHBVN, Kaithal.
 8. Sh. K.K. Gupta R/o H.No.26, Sec-19, Part-I, Urban Estate, Kaithal.
- For information & further necessary action with respect to order of Forum (copy enclosed).

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

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Complaint No. UH/CGRF – 843 of 2013
Date of Institution 17.09.2013
Date of Hearing 12.11.2013
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. K.K.Gupta, R/o H. No. 26, Sector-19,
Part-I, Urban Estate Karnal, regarding excess billing.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Bajinder Singh, LM, O/o SDO/OP, S/U Sub-Division No. 2, UHBVN,
Kaithal



ORDER

The complainant Sh. K.K.Gupta, R/o H. No. 26, Sector-19, Part-I, Urban Estate Karnal, having account No.X42KA240439X has complained regarding excess billing and the Forum has the jurisdiction to listen to the complaint.

It has been pleaded by the complainant that his meter was defective during the period Sep.2010 to Jan.2011 and the bill was raised on average for 600 units which were duly paid by the petitioner. Now the respondent has debited the account with Rs.9389/- on account of average adjustment for the period in which the meter was defective by taking the consumption for the period May-2011 to Sept- 2011. The meter remained defective during the period Sept.2010 to Jan 2011 whereas May to September is peak summer season. The electricity consumption for the period Sept.2011 to Jan.2012 was 2039 units. So 1668 units have been charged extra for which refund has been sought by the complainant.

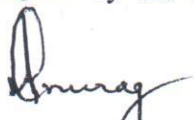
The complaint was received in this office of the Forum on 17.09.13. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 26.09.13 was issued to both the parties intimating admission of his complaint for further proceedings and asking respondent to submit version. Summons were issued to both the parties for hearing on 12.11.13. The representative of the respondent was present whereas the complainant absented.

The respondent has stated in his version that as per SC No.06/2007, the account of the complainant has been overhauled on the basis of average of succeeding three bills consumption i.e. six months after the installation of correct meter.

The Forum after considering all the facts decides that the account of the petitioner be overhauled on the basis of consumption of corresponding period after the defective meter has been replaced

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 19.11.2013.


(Anurag Nanchahal)
Member-II


(Rajbir Singh)
Member-I

