



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

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Complaint No.	UH/CGRF – 849 of 2013
Date of Institution	01.10.2013
Date of Hearing	12.12.2013
Date of Order	12.12.2013

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. Neeraj Singla S/o Sh. Nand Kishore, R/o H.N. 499, Gali No. 2, Azad Nagar, Yamuna Nagar regarding repeated error in billing during successive months.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Yamuna Nagar.
- (2) SDO, Op. Sub-Division Model Town, UHBVN, Yamuna Nagar.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

Sh. Manish Kumar, SDO/OP, Sub-Division Model Town, UHBVN, Yamuna Nagar.



ORDER

The complainant Sh. Neeraj Singla S/o Sh. Nand Kishore, R/o H.N. 499, Gali No.2, Azad Nagar, Yamuna Nagar has pleaded regarding repeated error in billing during successive months and the Forum has the jurisdiction to listen to the complaint.

It has been pleaded by the complainant that he is having a small power connection and that he had received a electric bill for an amount of Rs. 1694/- which was deposited on 26.06.13. Again on 20.08.2013 bill for Rs.4478/- was received including arrears of Rs.1744/- which he had already paid. The same was corrected when he had visited SDO. Again in September bill for Rs.4363/- was received including arrears of Rs.2784/-. Again the bill was got rectified after lot of inconvenience. The petitioner has pleaded to rectify the bill in the computer and provide the necessary relief.

The complaint was received in this office of the Forum on 01.10.13. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 23.10.13 was issued to both the parties intimating admission of his complaint for further proceedings and asking respondent to submit version.

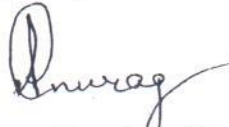
Summon were issued to both the parties for hearing on 28.11.13 and 12.12.13. The respondent SDO was present but the complainant was absent.

The respondent has stated in his version that the amount deposit by the petitioner was wrongly entered in CCRB of DS &NDS resulting in non-posting in account of the complainant. The mistake could not be rectified due to long leave of the lady clerk. The error was rectified and the entire disputed amount was deleted from the account of the complaint and as such the grievance of the complainant has been redressed.

The Forum after considering all the facts decides that the necessary action has already been taken by the respondent and no further action needs to be taken by it.

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 12.12.2013.


(Anurag Nanchahal)
Member-II




(Rajbir Singh)
Member-I