



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbv_n_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-850/13

To

The Managing Director,
UHBVN. Panchkula.


Memo No. Ch- 14 /UH/CGRF-850

Dated: 12.12.13

Subject: - Order in respect of complaint of Sh. Prem Kumar Dhamija regarding excess and incorrect billing.

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, Ambala.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Ambala Cantt. with a copy of order.
7. SDO, Op Sub-Division No. 2, UHBVN, Ambala Cantt.
8. Sh. Prem Kumar Dhamija S/o Sh. Sant Ram, R/o H. No. 722-23, Housing Board Colony, Ambala Cantt.

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

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Complaint No.	UH/CGRF – 850 of 2013
Date of Institution	01.10.2013
Date of Hearing	28.11.2013
Date of Order	28.11.2013

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. Prem Kumar Dhamija S/o Sh. Sant Ram ,
R/o H.No. 722-23 , Housing Board Colony, Ambala Cantt, regarding excess and
incorrect billing.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

Prem Dhamija.

For the Respondent:

Nirmal Singh, SDO/OP, Sub-Division No.2, UHBVN, Ambala Cantt.



ORDER

The complainant Sh. Prem Kumar Dhamija S/o Sh. Sant Ram . R/o H.No. 722-23 . Housing Board Colony, Ambala Cantt has complained regarding excess and incorrect billing and the Forum has the jurisdiction to listen to the complaint.

It has been pleaded by the complainant that a bill for Rs. 82788/- dated 10.09.2013 was raised in respect of his electric meter installed in his residential premises which is false and has been issued illegally by the respondent . The average consumption of the above meter was about 600 units to 700 units during the period May 12 to March 13. The electricity bill for the period 15.02.13 to 15.04.13 was raised for Rs.53787/- showing consumption of 8070 units of electricity. On complaining to SDO, concerned JE visited his house and reported that connected load was 6.586KW against sanctioned load of 7.9 KW and that the meter was running more than the permissible limits. The meter was removed on 28.05.13 for checking in M&T Lab but the same was never got checked for the reasons best known to the respondent. The electricity bill for the period 15.04.13 to 15.06.13 was raised in which an amount of Rs.55364/- was shown as arrears. The bill for the period 15.06.13 to 15.08.13 shows consumption of 3957 units amounting to Rs.27919/- besides arrears of Rs.54418/-. The complainant has further pleaded that the bill may be issued as per the average consumption for the previous six months and the second meter installed in the premises of the complainant may be replaced.

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.

Summons were issued to both the parties for hearing on 28.11.13. The respondent SDO and the complainant both were present.

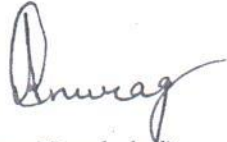
The respondent has stated in his version that the meter removed from the premises of the complainant was sent to M&T Lab Dhulkote which has reported the working of the meter within limits. The bi-monthly bill sent to the complainant is in order and is legal. A check meter has also been installed vide SJO 3047/12 dated 22.11.13 in parallel with the present site meter for the satisfaction of the petitioner and accuracy check of the meter.



The Forum after considering all the facts observed that consumption of the complainant in the bill for the month of May, 2013 as 8070 units are abnormal as per consumption date. The Forum considered all the facts and decides that complainant be got charged for 1896 units calculated as per load factor against the bill for the month of May, 2013 to be overhauled finally as per basis of consumption of corresponding period in future. The consumption of 3957 units for the bill for the month of Feb, 2013 of new meter installed be got decided as per check meter installed.

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 28.11.2013.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

