



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-851/13

To

The Managing Director,
UHBVN. Panchkula.


Memo No. Ch- 12 /UH/CGRF-851

Dated: 12.12.13

Subject: - Order in respect of complaint of Smt. Raj Gupta regarding excess 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, Yamuna Nagar.
- ✓ 5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Yamuna Nagar with a copy of order.
7. SDO, Op ITI, Sub-Division, UHBVN, Yamuna Nagar.
8. Smt. Raj Gupta w/o Late Sh. Parshotam Lal Gupta, R/o H. No. 842, Sector-8, Panchkula.

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

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Complaint No.	UH/CGRF – 851 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. Raj Gupta w/o Late Sh. Parshottam Lal Gupta, R/o H.No. 558, Ram Nagar Colony , Kansapur Road, Shivpuri, Yamuna Nagar regarding excess billing.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Yamuna Nagar.
- (2) SDO, ITI Sub-Division No. 1, UHBVN, Yamuna Nagar.

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

SDO/OP, ITI Sub-Division No., UHBVN, Yamuna Nagar.



ORDER

The complainant Sh. Raj Gupta w/o Late Sh. Parshottam Lal Gupta, R/o H.No. 558, Ram Nagar Colony , Kansapur Road, Shivpuri, Yamuna Nagar 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 replaced in Jan.2013 and has requested to adjust the electricity bill according to six months reading of the new meter. It has been intimated that his meter was found faulty in Dec.2012 and then bill was raised for Rs.5037/- including Rs.3864/- as sundry charges.

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.

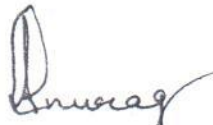
Summons were issued to both the parties for hearing on 28.11.13. The respondent SDO was present whereas the complainant absented.

The respondent has stated in his version that consumer account of the petitioner was overhauled provisionally for the period 07/2012 to 11/2012 by taking corresponding base for the period 07/11 to 11/11 but now the account has been overhauled as per consumption of new meter and Rs.3864/- have been adjusted vide SCA No.37/32 which has been posted in the ledger of 11/13.

The Forum after considering all the facts decides that since the amount excess charged has been adjusted by the respondent to the satisfaction of the complainant, no further action is required to be taken by the respondent.

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 28.11.2013.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

