



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-852/13

To

The Managing Director,
UHBVN, Panchkula.

Memo No. Ch-22 /UH/CGRF-852

Dated: 17.1.14

Subject: - Order in respect of complaint of Sh. Naresh Kumar regarding excess charges through half margin.

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, Rohtak.
3. CGM/Commercial UHBVN, Panchkula.
4. SE/OP, Circle, UHBVN, Rohtak.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Rohtak with a copy of order.
7. SDO, Op Sub-Division No. 1, UHBVN, Rohtak.
8. Sh. Naresh Kumar S/o Sh. Sadhu Ram, R/o H. No. 228, Sector-14, Rohtak.

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



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Complaint No. UH/CGRF – 852 of 2013
Date of Institution 04.10.2013
Date of Hearing 30.12.2013
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. Naresh Kumar S/o Sh. Sadhu Ram. R/o H. No. 228, Sector-14, Rohtak regarding excess charges through half margin.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Surender Singh, SDO, Op Sub-Division No. 1, UHBVN, Rohtak.



ORDER

The complainant Sh. Naresh Kumar S/o Sh. Sadhu Ram, R/o H. No. 228, Sector-14, Rohtak has complained regarding excess charges through half margin in his meter A/c no. A142-0552HU under SDO/OP, Sub-Division No. 1, UHBVN, Rohtak. The Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that Rs. 58115/- has been charged in his meter A/c through half margin on account of less billing from 08/2009 to 12/2010 and 04/2011 to 06/2011. The complainant has requested on 07.07.11 to adjust the bill on the basis of new reading shown by new meter and average bill was adjusted on the basis of new meter reading consumption of corresponding period. The complainant wants overhaul of his account on the basis of consumption of old meter reading when old meter was OK and wants amount raised after two years not chargeable.

The complaint was received in the office of the Forum on 04.10.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 23.10.2013 was issued to both the parties asking complainant to intimation to the complainant for acceptance of his complaint and to the respondent to submit his version/reply duly attested affidavit by Notary Public or Oath Commissioner.

Since the version did not receive in time, so the matter taken up for hearing fixed on 27.11.13, 13.12.13 and on 30.12.13 in UHBVN, Guest House at Rohtak. The respondent submitted his version dated 30.12.13.

The respondent submitted as per his version that amount of Rs. 58114/-85 has been charged as per half margin by audit party for the period the meter remained defective.

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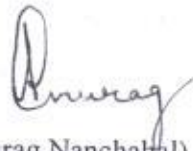


The Forum considered all the facts in the case and observed that ~~Acc~~ of the complainant has been overhauled for defective period of the meter and on the basis of new meter consumption of 6 months as per Nigam rules.

The Forum therefore decides that no action is required in the matter by the respondent further.

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.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

