



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-853/13

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 13 /UH/CGRF-853

Dated: 12/12/13

Subject: - Order in respect of complaint of Sh. Harish Arora regarding excessive 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, Panchkula with a copy of order.
7. SDO, Op City Sub-Division, UHBVN, Panchkula.
8. Sh. Harish Arora, R/o H. No. 1171, Sector-10, Panchkula.

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



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Complaint No.	UH/CGRF – 853 of 2013
Date of Institution	08.10.2013
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.. Harish Arora, R/o H. No. 1171, Sector-10, Panchkula regarding excessive billing.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Panchkula.
- (2) SDO, Op City Sub-Division, UHBVN, Panchkula.

.....Respondents

Appearance:-

For Complainant:

Sh. Jitender Arora.

For the Respondent:

Sh. Anil, SDO/OP, City Sub-Division, Panchkula.



ORDER

The complainant Sh. Harish Arora, R/o H. No. 1171, Sector-10, Panchkula has complained regarding excessive billing and the Forum has the jurisdiction to hear this complaint.

The complainant has been pleaded that bill for an amount of Rs. 31088/- had been raised for the month of September, 2013. That the petitioner did not reside for few months because of official assignments. When the petitioner contacted the respondent, it was informed that they have charged some previous arrears on the basis of average amount. The petitioner has pleaded to rectify the bill and provide the necessary relief.

The complaint was received in the office of the Forum on 08.10.2013. 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 intimating admission of his complainant for further proceedings and asking respondent to submit version/reply supported with attested affidavit from Notary Public/Oath Commissioner.

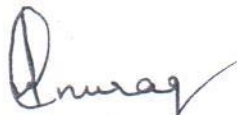
Summons were issued to both the parties for hearing fixed on 28.11.13. Both respondent SDO and the complainant were present.

The respondent has stated in his version that the meter of the consumer remained defective from 05/2009 to 01/2011. The sundry charges of Rs. 22607/- is charged on account of audit para half margin.

The Forum after considering all the facts decides that the account of the complainant may be overhauled as per the latest instructions of the Nigam i.e. on the basis of succeeding corresponding period.

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