



**CONSUMER GRIEVANCES REDRESSAL FORUM**

**Uttar Haryana Bijli Vitran Nigam**

Shakti Bhawan, 2<sup>nd</sup> Floor, Room No. 317, Sector-6, Panchkula

E-mail: uhbv\_n\_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-854/13

To

The Managing Director,  
UHBVN. Panchkula.

Memo No. Ch- 13 /UH/CGRF-854

Dated: 12/12/13

**Subject: - Order in respect of complaint of Arpana Trust 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, Karnal.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Karnal with a copy of order.
7. SDO, Op Sub-Division, Model Town, UHBVN, Karnal.
8. Sh. Raj Pal, Electrical Mtc. Incharge, Arpana Trust, Madhuban, Karnal.

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

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Complaint No.	UH/CGRF – 854 of 2013
Date of Institution	08.10.2013
Date of Hearing	28.11.2013
Date of Order	03.12.2013

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. Raj Pal, Electrical Mtc. Incharge Arpna Trust,  
Madhubanm, Karnal regarding incorrect and excess billing

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

Sh. Raj Pal

For the Respondent:

Sh. Vijay Kumar, LDC O/o SDO/OP, Sub-Division Model Town, UHBVN,  
Karnal.



ORDER

The complainant Sh. Raj Pal, Electrical Mtc. Incharge Arpna Trust, Madhubanm, Karnal has complained regarding incorrect and excess billing and the Forum has the jurisdiction to listen to the complaint.

It has been pleaded by the complainant that an amount of Rs.22628/- was debited to their account due to audit half margin raised for the period the meter had remained defective. The audit has not overall the account on the basis of new meter consumption which was installed one year back. No notice has been received before charging this amount by the respondent. Despite ever being the meter which was installed one year back, the bills are not being received on the consumption basis but on the average basis. It has further been pleaded by the petitioner to overall the account on the basis of correct meter consumption and raise all the future bills on the basis of exact meter reading.

The complaint was received in this office of the Forum on 08.10.2013. Forum considered the facts and found the petition feasible for acceptance and the same was admitted. Accordingly, notice of motion dated 23.10.2013 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 28.11.2013. The respondent SDO and the complainant both were present.

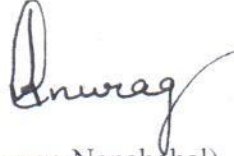
The respondent has stated in his version that the meter working in the premises of the petitioner was burnt which was replaced vide MCO dated 26.11.2011 and thereafter the account was overhauled by the audit party after taking into the consumption of previous period from 9/2009 to 5/2010 and after overhauling the account of the petitioner an amount of Rs.22628/- were found due towards the petitioner. The amount in question is legally recoverable from the petitioner. Now, a sum of Rs.13,970/- has been adjusted and only an amount of Rs.8658/- becomes chargeable.

The Forum after considering all the facts decides that no further action needs to be taken by the respondent as the necessary relief has already been provided to the complainant.



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 03.12.2013.



(Anurag Nanchahal)  
Member-II



(Rajbir Singh)  
Member-I

