



**CONSUMER GRIEVANCES REDRESSAL FORUM**

**Uttar Haryana Bijli Vitran Nigam**

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

E-mail: uhbvn\_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-855/13

To

The Managing Director,  
UHBVN, Panchkula.

Memo No. Ch-21 /UH/CGRF-855

Dated: 14.1.14

**Subject: - Order in respect of complaint of Smt. Neelam regarding meter running without load and excess billing of meter A/c no. TC-1811.**

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, Sonipat.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Sonipat with a copy of order.
7. SDO, Op Sub-Division, Model Town, UHBVN, Sonipat.
8. Smt. Neelam w/o Sh. Shasrwan Kumar, R/o H. No. 307, Sector-13, Sonipat.

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



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Complaint No.	UH/CGRF – 855 of 2013
Date of Institution	09.10.2013
Date of Hearing	30.12..2013
Date of Order	31.12.2013

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 Smt. Neelam w/o Sh. Shasrwan Kumar, R/o H. No. 307, Sector-13, Sonipat regarding meter running without load and excess billing of meter A/c no. TC-1811

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

Smt. Neelam.

For the Respondent:

Sh. Ravi.



ORDER

The complainant Smt. Neelam w/o Sh. Shasrwan Kumar, R/o H. No. 307, Sector-13, Sonipat has complained regarding meter running without load and excess billing of her meter A/c no. TC-1811 under SDO/OP, Sub-Division, Model Town, UHBVN, Sonipat. The Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that she applied again for temporary connection after disconnection of temporary connection A/c no. TC 166 after completion of 2 years time on 29.01.13. The temporary connection with A/c no. TC-1811 with sanction load 0.810 KW was installed on 29.01.13. During the month of June, 2013 she received bill for Rs. 18852/- during July, 2013 bill of Rs. 52574/- and during Aug, 2013 bill of Rs. 98193/-. She found meter running without load and had got the check meter installed. Check meter confirmed that her meter was running 13 to 14 times fast and she was assured for overhauling of her meter A/c. but SDO/OP, Sub-Division, Model Town, Sonipat got the meter tested from M&T Lab and meter working was declared OK by SDO/M&T Lab. The complainant wants to set right her bill as per check meter report for the period 06/13 to 08/13.

The complaint was received in the office of the Forum on 09.10.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 14.11.2013 was issued to both the parties asking complainant to submit affidavit in support of his complaint and to the respondent to submit his version/reply supported with attested affidavit.

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

The respondent submitted as per his version dated 27.11.2013 that no benefit of overhauling of A/c can be given as per SDO/M&T Lab report in which meter is found OK. The respondent in his version on 30.12.13 submitted that consumer A/c can be overhauled on the basis of check meter report.

The Forum considered all the facts in the matter and observed that overhauling of complainant account cannot be denied as per check meter report in which meter has been found running fast 13 to 14 times.

The Forum therefore decides that the complainant account be overhauled for the period from 06/2013 to 08/2013 on the basis of highest consumption recorded before 06/2013 during the last 2¼ years as agreed to by the complainant.

Complaint No. 855 of 2013

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 31.12.2013.

The compliance of the order be informed to the Forum with in fifteen days from the date of receipt of the order.

  
(Anurag Nanchahal)  
Member-II

  
(Rajbir Singh)  
Member-I

