



**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-869/13

To

The Managing Director,  
UHBVN. Panchkula.

Memo No. Ch- 18 /UH/CGRF-869

Dated: 14.1.14

**Subject: - Order in respect of complaint of Sh. Ramesh Chand regarding wrong 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, Rohtak.
3. CGM/Commercial UHBVN, Panchkula.
4. SE/OP, Circle, UHBVN, Panipat.
5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Panipat with a copy of order.
7. SDO, Op Sub-Division, Model Town, UHBVN, Panipat.
8. Sh. Ramesh Chand S/o Sh. Fakir Chand, R/o Near Janak Garden, Panipat.

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



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Complaint No. UH/CGRF – 869 of 2013  
Date of Institution 05.11.2013  
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 Sh. Ramesh Chand S/o Sh. Fakir Chand, R/o Near Janak Garden, Panipat regarding wrong billing.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Dalbir Singh, UDC O/o SDO, Op Sub-Division, Model Town, UHBVN, Panipat.



**ORDER**

The complainant Sh. Ramesh Chand S/o Sh. Fakir Chand, R/o Near Janak Garden, Panipat has complained regarding wrong billing of his DS connection of meter A/c no. Z011-0933 under SDO/OP, Sub-Division, Model Town, UHBVN, Panipat. The Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that he received excess bill in Feb, 2012 and same was rectified on request. On enquiry the complainant came to know that his meter was shown defective in Dec, 2011 and was shown OK in Feb, 2012. Again in Oct, 2013 he received excess bill amounting Rs. 89431/- which includes Rs. 70364/- as sundry charges. The complainant is poor man is under mental pressure for such huge amount of bill and frequent visit to Sub-Division office depriving him of his earning for the days of visit to Sub-Division office.

The complaint was received in the office of the Forum on 05.11.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 07.11.2013 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 13.12.13 and 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 the meter of the complainant remained defective during 06/2010 and the same was got replaced on 15.09.11 with initial reading of new meter as 11574. The complainant was billed for 11574 units for the month of 02/2012 amounting to Rs. 61919/-. The mistake was rectified on the basis of area in-charge report and Rs. 58055 + Rs. 6878/- surcharge refunded in the month of 12/2012. The private audit party also taken the base of 11574 units and half margin 66/1424 was raised resulting into charging of Rs. 70263/- through SC&AR no. 19/76/107. The case of the complainant sent by SDO through XEN/OP, City Division, Panipat to Chief Auditor for adjustment of Rs. 59031/- and charge also amount of Rs. 11232/- on account of overhauling as per new consumption recorded by the meter of the complainant for the defective period.

The Forum considered all the facts in the matter as per record and decides that Rs. 59031/- alongwith surcharge if any charged on Rs. 70263/- be refunded/adjusted to the complainant immediately.

A



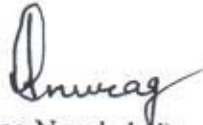
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**Complaint No. 869 of 2013**

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

