



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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Complaint No.	UH/CGRF – 871 of 2013
Date of Institution	05.11.2013
Date of Hearing	12.12.2013
Date of Order	12.12.2013

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. Sanjay Chetal, R/o H. No. 74, Housing Board Colony, Ambala Cantt. regarding discrepancy in his bill of meter A/c No. CT02-1771X.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

Sh. Nirmal Singh, AE/OP, Sub-Division No. 2, Ambala Cantt.



ORDER

The complainant Sh. Sanjay Chetal, R/o H. No. 74, Housing Board Colony, Ambala Cantt. has complained regarding discrepancy in his bill of meter A/c No. CT02-1771X under SDO 'OP' Sub-Division No. 2, UHBVN, Ambala Cantt. and the Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that he applied for extension of load and got three phase meter installed in August, 2012 with new meter A/c No. CT02-1771X but he continues to get the bill of old meter A/c no. CT02-1064 till March, 2013. The complainant further pleaded that when his meter got replaced in August, 2012 why he continued billed for the old A/c No. of meter and why the reading of his new meter not taken despite frequent visit of meter reader.

The complaint 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 the complainant to submit attested affidavit in support of his complaint and to the respondent to submit his version/reply supported with attested affidavit from Notary Public/Oath Commissioner.

Since the version was not received in time, the matter was taken up for hearing fixed on 12.12.13 in CGRF office at Panchkula. The respondent attended the hearing as well as submitted his version but the complainant did not attend.

The respondent submitted as per his version that the complainant applied for change of name and EOL vide application no. 9571/DS dated 31.07.12 as well as submitted his own meter for installation after testing. The new meter got installed in the premises during 08/12 but the concerned JE effected SCO on 15.12.12 which was issued on 31.07.12. The advise of new meter recorded during 03/2013 and again during 05/2013. The account of the consumer overhauled during 07/2013 with adjustment of Rs. 7713/- . During 03/13 to 07/13 the old account no. also billed and amount of Rs. 1793/- adjusted during 12/2013. The explanation of concerned JE in-charge has been called vide memo no. 4337 dated 11.12.13

The Forum considered all the facts and observed as under:-

The new meter with A/c no. CT02-1771X was installed in Aug. 2012 as per complainant but the respondent considered the billing of reading of new meter as 3591 during billing cycle of 07/2013 w.e.f. 03/2013 billing cycle instead of billing cycle of 11/2012.

- ii) The billing of old meter A/c no. CT02-1064N closed during the billing cycle of 03/2013 instead of closing the billing during the billing cycle of 11/12.

A

B



The Forum therefore considered the above facts and decides that the complainant new meter account billing be started from the billing cycle of 11/2012 as well as old meter A/c no. CT02-1064N be closed during 11/2012.

The complaint is hereby disposed off without any cost on either side. File be consigned to the office record.

The order got issued and signed by the Consumer Grievances Redressal Forum on 12.12.2013.

The compliance of the order be intimated to the Forum within 15 days of the receipt of the order.



(Anurag Nanchahal)  
Member-II



(Rajbir Singh)  
Member-I

