



CONSUMER GRIEVANCES REDRESSAL FORUM

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Complaint No.	UH/CGRF – 872 of 2013
Date of Institution	29.10.2013
Date of Hearing	12.12.2013
Date of Order	16.12.2013

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. Kuldeep Kaur W/o Sh. Jarnail Singh, R/o H. No. 128, Prem Nagar, Tehsil & Distt. Karnal regarding excess billing.

.....Complainant/Petitioner

Vs

- (1) XEN, Op Division, UHBVN, Karnal.
- (2) SDO, Op Sub-Division, UHBVN, Ram Nagar.

.....Respondents

Appearance:-

For Complainant:

Sh. Gurpreet Singh.

For the Respondent:

Sh. Kamal, SDO, Op Sub-Division, UHBVN, Ram Nagar.



ORDER

The complainant Smt. Kuldeep Kaur w/o Sh. Jarnail Singh, R/o H. No. 128, Prem Nagar, Tehsil & Distt. Karnal has complained regarding excess billing of meter A/c no. LR 32/3858 of her house under SDO 'OP' Sub-Division, UHBVN, Ram Nagar and the Forum has the jurisdiction to hear this complaint.

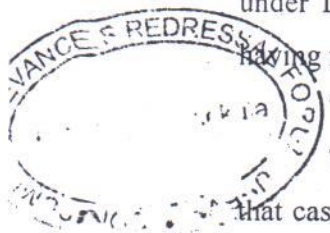
The complainant has pleaded that their domestic premises meter A/c no. LR-32/3858 was raided by vigilance team on 04.09.13 and found reading in the meter as 139105 whereas the last bill paid by them for Rs. 1000/- for reading of 2650 with consumption of 79 units. The meter got tested in M&T Lab and found OK. The complainant pleaded that meter reading has jumped and the bill amounting Rs. 763189/- is too excess without their mistake.

The complaint received in the office of the Forum on 29.10.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 15.11.2013 was issued to both the parties, intimation to the complainant the acceptance of her complaint and to the respondent to submit his version/reply supported with attested affidavit from Notary Public/Oath Commissioner. The respondent submitted his version on 22.11.2013. The matter was taken up for hearing fixed on 12.12.13 in CGRF office at Panchkula attended by the complainant but not by respondent SDO. The hearing again fixed on 16.12.13 in Civil Office, UHBVN, Karnal attended by complainant as well as by the respondent SDO.

The respondent submitted as per his version submitted that meter A/c no. LR 32/3858 was checked by vigilance team on 04.09.13 and meter got checked in M&T for suspected theft of energy on 18.09.13. The meter working found OK in M&T Lab and reading found 139105 whereas consumer was billed upto reading of 2629. Therefore the account of the consumer was overhauled as per actual meter reading and a sum of Rs. 763189/- charged to complainant A/c no. vide SC&AR 97/61/95 dated 27.09.13. The respondent further submitted that the consumption of the complainant was very low before the vigilance checking and consumption has ^{increased} ~~increased~~ after installation of new meter on 04.09.13. The respondent further added that 2 nos. meter are existing related to the complainant premises, one is existing under DS category under complaint for first floor and second is the ground floor having mixed load of DS+NDS.

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

The respondent has not defended for any accumulation of reading therefore in that case consumption of meter A/c no. LR 32/3858 from 15.01.11 i.e. from the date



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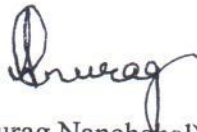
of installation of meter after MCO to 04.09.13 i.e. upto the date of removal of meter and 139105 for about 32 months for a load of 7 KW is not justified. The average consumption per month comes out to be 4547 units about 5 time the unit of 840 per month calculated as per load factor.

The Forum therefore decide that the complainant account be got overhauled for 1680 units bimonthly bill from 15.01.11 to 04.09.13 subject to final overhaul on the basis of future consumption of the meter.

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 16.12.2013.

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



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

