



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

Shakti Bhawan, 2nd Floor, Room No. 317, Sector-6, Panchkula

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-896/13

To

The Managing Director,
UHBVN. Panchkula.

Memo No. Ch- 1/ /UH/CGRF-896

Dated: 27/1/14

Subject: - Order in respect of complaint of Smt. Sneh Prabha 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, 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. Smt. Sneh Prabha w/o Late Sh. Inderjit Chawla, R/o H. No. 2221, Sector-13, Karnal.

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



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Complaint No.	UH/CGRF – 896 of 2013
Date of Institution	29.11.2013
Date of Hearing	09.01.2013
Date of Order	09.01.2013

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. Sneh Prabha w/o Late Sh. Inderjit Chawla,
R/o H. No. 2221, Sector-13, Karnal regarding wrong billing.

.....Complainant/Petitioner

Vs

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

.....Respondents

Appearance:-

For Complainant:

None.

For the Respondent:

None.



ORDER

The complainant of Smt. Sneh Prabha w/o Late Sh. Inderjit Chawla, R/o H. No. 2221, Sector-13, Karnal has complained regarding wrong billing by SDO/OP, Sub-Division, Model Town, UHBVN, Karnal of her meter A/c no. LS20-2090X. The Forum has the jurisdiction to hear this complaint.

The complainant has pleaded that she got hospitalized on 31.10.11 and till July, 2012 her house remained locked for about 9 months. In every bill from Jan, 2011 to May, 2013 all the bills are on minimum consumption basis except for July, 2011 to May, 2013 bill. The May, 2013 bill shows 405 units consumed but no reading given to ascertain the units consumed. In July, 2012 when she came to her house, she tried to get her meter replaced as same was showing 4496 reading in energy bill she received and finally new meter got replaced on 22.04.13 (MCO no. 62/235). She received bill of May, 2013 for Rs. 12,454/- which includes Rs. 2,186/- as current charges for 405 units plus Rs. 10,288/- as sundry charges. Rs. 2,200/- were paid towards current bill charges as advised by SDO/OP. The complainant wants waiver of Rs. 10,268/- sundry charges in May, 2013 bill as her meter was not burnt but defective and was installed outside the premises.

The complaint was received in the office of the Forum on 12.12.2013. The Forum considered the facts and found the petition feasible for acceptance and same was admitted. Accordingly, notice of motion dated 12.12.2013 was issued to both the parties asking complainant to submit attested affidavit in support of his complaint and to the respondent to submit his version/reply duly attested affidavit by Notary Public or Oath Commissioner.

Since the version was not received in time, so the matter was taken up for hearing fixed on 09.01.2014 in CGRF, UHBVN, at Panchkula. The respondent submitted his version/reply on 09.01.2014.

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The respondent submitted as per his version that Rs. 7,290/- were charged through SC&AR No. 62/21/149 provisionally as complainant meter was dead stop as per report of JE. Now the meter has been changed and A/c again overhauled finally as per new meter consumption from 08/2013 to 12/2013 and Rs. 7,964/- has been adjusted vide SC&AR No. 193/121/153 dated 30.12.13 which will be reflected in the next bill.

The bill of the complainant stands rectified by the respondent and no further action is required in the matter by the respondent.

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 09.01.2014.



(Anurag Nanchahal)
Member-II



(Rajbir Singh)
Member-I

