



CONSUMER GRIEVANCES REDRESSAL FORUM

Uttar Haryana Bijli Vitran Nigam

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

E-mail: uhbvn_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-399/10

To

The Managing Director,
UHBVN, Panchkula.

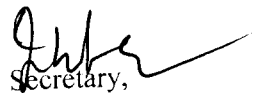
Memo No. Ch- 40 /UH/CGRF-399

Dated: 18/5/2011

Subject: - Order in respect of complaint of Sh. Anil Kumar 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. SE/ 'OP' Circle UHBVN, Rohtak.
4. SE/Commercial UHBVN, Panchkula.
5. ✓ XEN/IT. UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP City Division, UHBVN, Rohtak with a copy of order.
7. SDO/OP. S/Division No.3, UHBVN, Rohtak.
8. Sh. Anil Kumar S/o Sh. Ashok Kumar, R/o H. No. 382/17, Ram Gali, Railway Road, Rohtak.

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



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E-mail: uhbv_n_forum2006@yahoo.com

Complaint No.	UH/CGRF – 399 of 2010
Date of Institution	26.07.2010
Date of Hearing	27.04.2011
Date of Order	9.05.2011

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

1. Sh. R.K. Jain, Member-I.
2. Sh. D.C. Aggarwal, Member-II.
3. Sh. Raj Roop Jakhar, Member-III.

In the matter of complaint of Sh. Anil Kumar s/o Sh. Ashok Kumar, HNo-382 / 17, Ram Gali, Railway Road, Rohtak regarding billing problem.

.....Complainant/Petitioner

Vs

- (1) XEN, City Division, UHBVN, Rohtak.
- (2) SDO, Op Sub-Division No-3, UHBVN, Rohtak.

.....Respondents

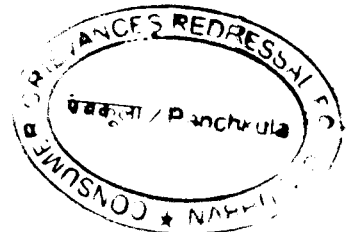
Appearance:-

For Complainant:

None

For the Respondent:

SDO, Op Sub-Division No-3, UHBVN, Rohtak.



ORDER

The complainant Sh. Anil Kumar s/o Sh. Ashok Kumar, H No- 382 / 17, Ram Gali, Railway Road, Rohtak has got an electric connection bearing A/c No. T-759 under Op Sub-Division No-3, UHBVN, Rohtak and the Forum have the jurisdiction to try this suit.

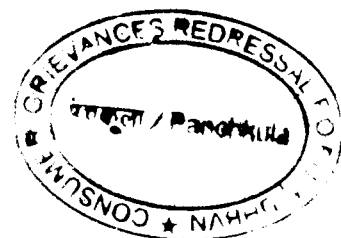
It has been pleaded by the complainant that he is paying electricity bill of Rs. 3000/- approximately. During July 2006 the JE started checking his meter daily in the morning and in the evening. After few days the official told that meter digits had become illegible. Therefore the meter will have to be changed. Subsequently they changed the meter. No bill was received for six months after changing the meter. When he complained in the sub-division office, a bill of appx Rs. 7300/- plus Rs. 50000/- for old meter was prepared. On enquiry it was told that appx. 11000 units were pending in the old meter's account and old meter's bill has been added in the new meter's a/c whereas before changing the meter he was told that the digits were illegible. He could not consume so much electricity in a year which has been shown in one day. After receiving the bill he met the JE and requested him to supply a copy of the daily checking reading to him but he refused to supply the same. It is surprising to note that the JE instead of recording reading in the official record / register was noting down the same in a private / personal diary. He has prayed before the Forum to get his bill set right after scrutiny of his consumption pattern from the date of connection till date.

The application of the petitioner was received in this office of the Forum on 26.7.10. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 3.8.10 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. Further notice of motion dated 9.9.10, 5.10.10, 8.11.10 were issued asking the respondent to submit the version. The respondent did not submit the same and the matter was taken up for hearing. Summons was issued for hearing on 23.12.10, 20.1.11, 24.2.11 asking the respondent to appear alongwith the version. The respondent submitted vide memo dated 25.2.11 that the billing of the consumer

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has been set right and he is satisfied. The respondent also enclosed the affidavit of the complainant stating that now there was no dispute with the Nigam for wrong billing. While reviewing the affidavit the Forum observed that signature of Anil Kumar on the affidavit did not match with the signature put on the complaint. On 27.4.11, during final arguments the respondent submitted another affidavit dated 15.4.11 in original where he has confirmed that the signature of the earlier affidavit was his own signature.


Forum considered the facts and observed that the grievance of the consumer has been set right by the respondent and no further action is required.

The petition is hereby disposed of 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 9.05.2011.


(Raj Roop Jakhar)
Member-III


(D.C. Aggarwal)
Member-II


(R.K. Jain)
Member-I

