



**CONSUMER GRIEVANCES REDRESSAL FORUM**

**Uttar Haryana Bijli Vitran Nigam**

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

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Complaint No.	UH/CGRF - 461 of 2011
Date of Institution	28.02.2011
Date of Hearing	16.06.2011
Date of Order	24.06.2011

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 Dr. Tarsem Monga S/o Late Sh. Amir Chand Monga c/o Monga Hospital & Stone Centre, Jagadhari Road, Ambala Cantt. regarding billing problem.

.....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. Jai Gopal Singh, SDO, Op Sub-Division No-2, UHBVN, Ambala Cantt.



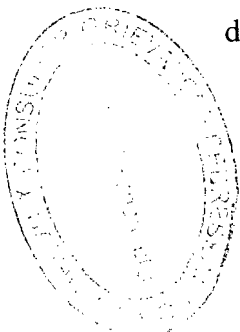
**ORDER**

The complainant Dr. Tarsem Monga S/o Late Sh. Amir Chand Monga c/o Monga Hospital & Stone Centre, Jagadhari Road, Ambala Cantt. has got an electric connection bearing A/c No. AB- 20-1174-P under Op Sub-Division No-2, UHBVN, Ambala Cantt and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that he has received a notice to deposit Rs. 46559/- as arrear. His meter was burnt on 19.1.2010 and replaced within few hours on 19.1.2010. His account was overhauled for the month of November 2009 to February 2010. The average was calculated for the months of 10/3/10 to 10/8/10. He is paying the bills as per the actual meter reading. Meter was burnt in January 2010 and changed on the same day so there is no need of calculating the average. In case average is to be calculated, it should be for the corresponding months of the previous or next year. His consumption is much less in winter than in summer as fans coolers and ACs are not used in winter. His bill for December 2009 was only 2722 units whereas the average consumption is 5000 units per month. Therefore, no average should be levied in his bills. Compensation of Rs. 20000/- for wasting his precious time and causing great mental harassment to him be also paid to him.

The application of the petitioner was received in this office of the Forum on 28.02.11. Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 7.3.11 was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version. Further notice of motion dated 25.3.11 was issued asking the respondent to submit version.

The respondent submitted the version dated 25.3.11 received on 4.4.11 stating that as per Half Margin No- 6 dated 25.8.10, the account of the consumer was overhauled from 11/09 to 2/10 on account of meter being defective at the average of 5065 units per month. The consumer had deposited the amount vide receipt No- 35 dated 28.2.11 and 38 dated 21.2.11. Since the account was overhauled on the basis of



*Amj*

*Q. K. K.*

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*[Signature]*


the audit observation, summonses were issued to the respondent as well as Chief Auditor for hearing on 18.5.11. The complainant did not attend the hearing. The SrAO of the office of Chief Auditor produced a copy of the Sales Circular No- 06/07 contesting that this Circular clearly mentions that the account of the consumer be finally overhauled on the basis of average of succeeding 3 bill consumption i.e. 6 months after the installation of new meter.

The Summons were issued for next date of hearing on 16.6.11. On this date also the complainant did not turn up. However the respondent SDO corroborated his earlier stand and also submitted a letter from the complainant stating that his grievance has been redressed by the local authorities and he is satisfied. So he withdraws his complaint.

Forum considered the facts and observed that grievance of the consumer has been redressed, the complaint be dismissed 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 24.06.2011.

  
(Raj Roop Jakhar)  
Member-III

  
(D.C. Aggarwal)  
Member-II

  
(R.K. Jain)  
Member-I

