



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-484/11

To

The Managing Director,  
UHBVN, Panchkula.


Memo No. Ch-34/UH/CGRF-484

Dated: 6.9.2011

Subject: - Order in respect of complaint of Sh. Gian Singh regarding billing problem.

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. SE/ 'OP' Circle UHBVN, Karnal.
4. SE/Commercial UHBVN, Panchkula.
5. ✓ XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP City Division, UHBVN, Karnal with a copy of order.
7. AEE/OP, Model Town, S/Division, UHBVN, Karnal.
8. Sh. Gian Singh S/o Sh. Sada Ram, R/o Village Daha, P.O. Madhuban, Karnal-132037.

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



**CONSUMER GRIEVANCES REDRESSAL FORUM**

**Uttar Haryana Bijli Vitran Nigam**

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

E-mail: uhbv\_n\_forum2006@yahoo.com

Complaint No.	UH/CGRF - 484 of 2011
Date of Institution	16.05.2011
Date of Hearing	18.08.2011
Date of Order	18.08.2011

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. Gian Singh S/o Sh. Sada Ram, Vill Daha, PO Madhuban, Karnal regarding billing problem.

.....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 Sh. Gian Singh S/o Sh. Sada Ram, Vill Daha, PO Madhuban, Karnal has got an electric connection bearing A/c No. AP- 11 -1240-N under Op. Sub-Division, Model Town, Karnal and the Forum have the jurisdiction to try this suit.

It has been pleaded by the complainant that his bills are being sent on flat rate basis instead of actual meter reading basis. In Feb-2011 he gave actual reading to the Nigam office but still bills on flat rate basis are being sent. He has pleaded before the Forum that bills may be sent to him on actual unit in future consumption basis.

The application of the petitioner was received in this office of the Forum on 5.5.11. The Forum considered the facts and found that the application was feasible for acceptance. So the notice of motion dated 18.5.11 was issued to both the parties. The respondents were asked to submit the necessary version.

The respondent SDO submitted the version dated 7.6.11 stating that the contract for meter reading has been given to HESL who have not taken the reading in this case for the reasons best known to them. Due to non-availability of the reading the bills were sent on average basis. The complainant has not given actual reading in 2/11.

The matter was taken up for hearing and the date was fixed for 16.6.11 when none of the parties attended. However, the complainant, submitted in writing vide his application dated 15.6.11 (received on 16.06.11) that local office of the Nigam had assured him that his bill shall be corrected to actual unit basis, so his complaint may be filed. The next date of hearing was fixed for 6.7.11. On 6.7.11 the respondent SDO attended but the consumer again did not attend. The SDO re-iterated his stand given in the version. The Forum observed that the HESL was working on behalf of Nigam and for any deficiency in service by the HESL, the Nigam was responsible. Nigam must have made some provision for levy of penalty on HESL for such deficiencies in service. The SDO admitted that penalty was leviable on HESL. Forum desired to know whether necessary penalty had been imposed on the HESL. The next date of hearing was therefore fixed for 27.7.11 and SDO was directed to



Amo

2

submit proof of penalty imposed on HESL. On 27.7.11 none of the parties attended and the next date of hearing was fixed for 9.8.11. On this date again the respondent Sh. Ashok Kapoor o/o the respondent SDO attended but he failed to submit evidence of levy of penalty on HESL. He assured that the same shall be submitted before the next date of hearing on 18.8.11. The respondent SDO supplied a copy of the evidence showing the recovery of necessary penalty from HESL and also a copy of the SC&AR showing correction of the bill of the complainant.

The Forum after due deliberation, observed that the grievance of the complainant had been settled and decided to dispose of the case without any cost on either side.

File is consigned to the office record.

The order is issued and signed by the Consumer Grievances Redressal Forum on 18.8.2011.

  
(Raj Roop Lakhar)  
Member-III

  
(D.C. Aggarwal)  
Member-II

  
(R.K. Jain)  
Member-I

