BEFORE THE HON’BLE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION AT SONEPAT

IN RE: COMPLAINT No..................of 20.....

IN THE MATTER OF:

Sudhit s/o Ram Rattan

Chitana

Sonepat

................ COMPLAINANT

Vs.

SDO Sub Division

UHBVNL

Bhatgaon, Sonepat

............. OPPOSITE PARTY

COMPLAINT UNDER SECTION 35 of CONSUMER PROTECTION ACT

RESPECTFULLY SHOWETH:

1. I, Sudhir, son of the late Ram Rattan, residing in village Chitana, tehsil and district Sonepat, am writing to file a formal complaint against the SDO "OP" Sub Division, UHBVNL, located in Bhatgaon, district Sonepat, regarding persistent billing issues and the subsequent wrongful disconnection of my electricity supply.
2. I hold an electricity connection with SDO "OP" Sub Division, UHBVNL, initially registered in my father's name, Ram Rattan.
3. The billing discrepancies first arose in August 2019 when an erroneous bill of Rs. 53,861 was issued for a period of 1 quarter, indicating an inaccurate reading. I promptly reported this issue on 3.9.2019.
4. Despite the verification conducted by an official from the electricity provider, confirming the actual reading as 1753 units (as opposed to the claimed 8683), the correction was not reflected in the August 2019 bill.
5. Subsequently, another inaccurate bill of Rs. 56,220 was issued on 11.11.2019, leading to the unjust disconnection of my electricity supply.
6. I have diligently reported this issue through written applications, seeking correction and resolution. However, the billing discrepancies persist, causing severe mental distress.
7. The wrongful disconnection and demand for incorrect amounts have caused me significant financial and emotional hardship. Therefore, I am seeking compensation of Rs. 1,00,000 as redressal for the unjust actions taken by SDO "OP" Sub Division, UHBVNL.

EVIDENCES:

1. Copy of the electricity connection documents with SDO "OP" Sub Division, UHBVNL, initially registered in the name of Ram Rattan.
2. Copies of the incorrect bills issued by SDO "OP" Sub Division, UHBVNL, indicating billing discrepancies, specifically the bills dated August 2019 (Rs. 53,861) and November 2019 (Rs. 56,220).
3. Written applications submitted to SDO "OP" Sub Division, UHBVNL, reporting the billing issues and seeking correction.
4. Verification reports from an official of the electricity provider confirming the actual reading as 1753 units and not the claimed 8683.
5. Any official communication from SDO "OP" Sub Division, UHBVNL, regarding the disconnection of electricity supply and the demand for incorrect amounts.

TERRITORIAL JURISDICTION: The complainant resides within the jurisdiction of this Hon'ble Commission. Hence this Hon'ble Commission has jurisdiction to try and entertain this complaint.

PECUNIARY JURISDICTION

The total consideration amount paid in purchasing the insurance policy is less than Rs. 50 lakhs. hence this hon'ble commission has jurisdiction to entertain this complaint.

LIMITATION: That the present complaint is being filed within the period of 2 years prescribed under section 69 of the Act, 2019.

COURT FEE: Requisite Court fee as contemplated is paid on this Complaint.

PRAYER:  
In light of the aforementioned grievances and evidences presented, I humbly request the esteemed Consumer Forum to consider the following prayers:

1. Direct SDO "OP" Sub Division, UHBVNL, to rectify the billing discrepancies and provide accurate and revised bills reflecting the actual consumption.
2. Instruct SDO "OP" Sub Division, UHBVNL, to restore my electricity supply immediately and refrain from any further unjust disconnections.
3. Compel SDO "OP" Sub Division, UHBVNL, to issue a formal apology for the mental distress and inconvenience caused by their erroneous billing practices and wrongful disconnection.
4. Award compensation in the amount of Rs. 1,00,000 for the financial and emotional hardships endured as a result of the unjust actions taken by SDO "OP" Sub Division, UHBVNL.

PLACE: Signature

DATED: NAME OF THE COMPLAINANT

VERIFICATION

I Sudhit, resident of Chitana, Sonepat hereby declare that I have not misrepresented any facts nor have tried to hide any information in my above complaint. All the facts mentioned herein are true to the best of my knowledge.

Name & signature of the complainant