



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN
HARYANA BIJLI VITRAN NIGAM
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Telephone No. 01662-223081
HETRI, SCETOR 16, IDC AREA, GURUGRAM
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Case No.DH/CGRF-3004/2020

Date of Institution: 27.04.2020

Date of Hearing: 09.06.20,14.07.20,04.08.20,14.8.20,2.9.20 ,16.9.20 & 15.10.20

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Harsh Rampal, H.No.876, Sector-15,
Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Old Faridabad
SDO (OP) East S/Divn., DHBVN, Faridabad

.....Respondents

Appearance:-

For Complainant:

Not present

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

Sh. Harsh Rampal, H.No.876, Sector-15, Faridabad has got an electricity connection bearing account no. 7876590000 under SDO (OP) East Sub Divn., DHBVN, Faridabad. This Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that wrong bills were being issued to him since Oct., 2019. He had paid an amount of Rs.108172/- on the due date i.e. 2.7.2018 but wrong bills were received thereafter also. In the month of Oct., 2019, he received a bill of Rs.186679/- with previous and present billing as 50081 and meter status as defective. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 09.06.2020 at Faridabad for hearing of the case.

The proceedings were held on 09.06.2020 through video conferencing at Faridabad. The complainant was not present but respondent SDO was present. SDO submitted reply vide memo. no. 4441 dated 04.06.2020 stating therein that meter of the complainant was removed on 14.06.2018 due to defaulting amount. The same amount was deposited by the complainant on 02.07.2018. After that, meter was installed at complainant premises but, same was not entered in the ledger. Now, meter was found defective and case was sent to CBO for change of meter approval. The account would be overhauled after replacement of meter. So, he requested for another date. Request was allowed and next date fixed as 14.07.2020.

The proceedings were held on 14.07.2020 at Faridabad. Complainant was not present but the respondent SDO was present. SDO submitted reply vide memo. No. 4610 dated 13.07.2020 stating therein that the meter of the complainant had been changed and the case had been sent to CBO for approval. Entry of MCO was pending due to binder initiation but it would be entered after closing of the binder group. He further stated that the meter had also been checked by M&T Lab. on dated 24.06.2020 and as per Lab. report, the meter had been found dead stop. So, account of the complainant would also be overhauled after closing of his billing group. Respondent SDO was directed to overhaul the account of the complainant and corrected bill duly overhauled be delivered to the complainant by 28.07.2020 with a copy to Forum.

The proceedings were held on 04.08.2020 at Faridabad. Complainant was not present but the respondent SDO was present. SDO submitted reply vide memo. No. 4712 dated 29.07.2020 stating therein that the MCO of the consumer had been effected on 28.07.2020. However, the group of the said account was under initiation. The account would be over-hauled after generating of new bill and recording of new meter reading. Respondent SDO assured that the account of the complainant would be overhauled before 14.08.2020. The Forum directed the respondent SDO that corrected bill duly overhauled be delivered to the complainant before 14.08.2020 with a copy to the Forum.

The proceedings were held on 14.08.2020 at Faridabad. Neither complainant nor respondent SDO was present. The Forum directed the respondent SDO to ensure his attendance on next date of hearing with corrected bill duly overhauled which should also be delivered to the complainant before 02.09.2020 with a copy to the Forum. Now, to come up for hearing on the next date 02.09.2020.

The proceedings were held on 02.09.2020 at Faridabad. Neither complainant nor respondent SDO was present. It was a matter of concern that during last hearing too, both complainant as well as respondent did not appear, which was viewed very seriously. The Forum directed the respondent SDO to ensure his attendance on next date of hearing with corrected bill duly overhauled which should also be delivered to the complainant before 16.09.2020 with a copy to the Forum. In lieu of laxity and carelessness, the Forum directed respondent SDO to remit Rs.10000/- as penalty, receipt of which should be placed on record.

The proceedings were held on 16.09.2020 at Faridabad. Complainant was not present but respondent SDO was present. It is a matter of concern that during last hearings too, the complainant did not appear. The respondent SDO vide memo. no. 4892 dated 15.9.2020 intimated that BR-2 for Rs.89170/- has been sent to CBO on 4.9.2020 for adjustment but, the same had not been approved till date. The Forum directed the respondent SDO to ensure that corrected bill duly overhauled is delivered to the complainant within fifteen days with a copy to the Forum. Forum directed respondent SDO to place on record copy of receipt of Rs.10000/- levied as penalty.

The proceedings were held on 15.10.2020 at Faridabad. Complainant was not present but

representative of respondent SDO was present. The respondent SDO vide memo. no. 5022 dated 15.10.2020 intimated that BR-2 for Rs.89170/- sent to CBO on 4.9.2020 for adjustment has not been approved till date. Complainant account will be adjusted after approval from CBO Hisar. The Forum directed the respondent SDO to personally take up the issue with CBO and ensure that corrected bill duly overhauled be delivered to the complainant within ten days with a copy to the Forum. Now to come up for hearing on the next date 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESHK.MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF- 3175/2020
Date of Institution: 14.09.2020
Date of Hearing: 01.10.2020 & 15.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Dr. Ashok Chawla, Chawla Hospital, NH
Site-1, Sector-3, Ballabgarh,. Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. , DHBVN, Ballabgarh.
SDO (OP) City-2 S/Divn, DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

Dr. Ashok Chawla, Chawla Hospital, NH Site-1, Sector-3, Ballabgarh, Faridabad has been the consumer of DHBVN bearing account no. 5823680000 under SDO (OP) City-2 S/Divn., DHBVN, Ballabgarh. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that meter reader of respondent SDO did not arrive to take actual reading but recorded in the record on assumptive basis resultantly I suffered financial loss of Rs.76365/- on account of MMC charges. Detailed sheet attached to the complaint. No action has been taken in spite of frequent visits to respondent SDO office. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 1.10.2020 at Faridabad for hearing of the case.

The proceedings were held on 01.10.2020 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no.3220 dated 01.10.2020 stating therein that this office has processed BR-4 from 2016 to date vide case ID No.1452994004. Once, it is completed, complainant account will automatically be rectified. Rectified bill will be placed on record in the next date of hearing. Complainant as well as Forum was not satisfied with the reply of respondent SDO. Forum directed respondent SDO to submit detailed reply after due site verification and facts of the complaint. Respondent SDO is also directed not to take any coercive action till final disposal of the case.

The proceedings were held on 15.10.2020 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no.3259 dated 14.10.2020 stating therein that account of the complainant has been overhauled and Rs.73935/- adjusted vide sundry item no. 140/R-88. But, rectification is pending from CBO. Forum directed respondent SDO to personally take up the matter with CBO and ensure that rectified bill along with detail be delivered to complainant with a copy to the Forum within ten days. Now to come on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson