



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN
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Case No. DH/CGRF-2966/2020
Date of Institution: 17.03.2020
Date of Hearing: 27.05.2020, 30.06.2020, 15.07.2020, 28.07.2020,
11.08.20, 28.08.20, 25.09.2020, 08.10.2020,
29.12.2020, 12.01.2021

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

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

In the matter of complaint of Sh. B.K. Aggarwal, Flat owner cum resident, B-503, Park View City-1, Sohna Road, Sector-48, Gurugram regarding wrong billing.

.....Complainant/Petitioner

Vs

XEN (OP) Division, DHBVN, Sohna
SDO (OP) Sub Divn. Sohna Road, Gurugram

.....Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

PROCEEDING

Sh. B.K. Aggarwal, Flat owner cum resident, B-503, Park View City-1, Sohna Road, Sector-48, Gurugram has got an electricity connection bearing account no. 6307821000 under SDO (OP) S/Divn. DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that excess payment towards ACD had been paid by their society, i.e. M/s Park View Pvt. Ltd. They have made a payment of Rs. 5510000/- whereas as per billing details, the amount should have been Rs. 4717090/- and as such an amount of Rs. 792910/- has been paid in excess. The complaint also mentions the withdrawal of 4% rebate on monthly consumption by DHBVN against the provisions of the Regulation, non-payment of interest on ACD in time and wrong application of interest rate for the year 2019-20. He has requested the Forum to redress his complaints. 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 27.05.2020 at Gurugram for hearing of the case.

Proceeding was held through video conferencing on dated 27.05.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted his reply vide memo.no.1921 dated 21.05.2020 with the request that next date may be allowed for proper reply. Complainant also requested through email to give another date. Request allowed. Now to come on next date of hearing on 30.06.2020.

Proceeding was held on dated 30.06.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit the reply. Forum directed the respondent SDO to provide the following information:

1. ACD detail of the complainant with amount of interest paid thereon.
2. Confirmation of availability of MDI in kWh. If not available in kWh, to intimate the standard formula for evaluation of MDI in kWh.
3. Intimate reading date of MDI.

Now to come on next date of hearing along with above information on 15.07.2020.

Proceeding was held on dated 15.07.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO did not submit the reply in respect of the directions issued by the Forum during last hearing. Complainant also was not present. Representative of respondent requested for another date. Request allowed. Now to come up for hearing on 28.07.2020.

Proceeding was held on dated 28.07.2020 at Gurugram. Complainant and respondent SDO were present. Complainant submitted his additional submissions. SDO vide letter dated 27.07.2020 also requested for another date because some clarifications regarding complaint were awaited from CBO as well as SE/Commercial office. Request allowed. Now to come up for hearing on 11.08.2020

Proceeding was held on dated 11.08.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted his reply and a copy of the same was given to the complainant. SDO submitted that the clarifications which he had sought from Hisar office would take some more time and therefore he requested for another date. The complainant also requested that since he would require some time to go through the reply submitted by SDO, he would request for another date. Request allowed. Now to come up for hearing on 28.08.2020.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted his reply vide no. Spl.1 dated 28.08.2020

stating therein that as per SE/Commercial, DHBVN, Hisar clarification dated 20.08.2020 regarding 4% rebate, the amount of rebate will be reflected in the next month's bill. In respect of ACD, excess amount as claimed by the complainant for an amount of Rs.792910/-, reply in this regard will be submitted after due verification on record. Now to come up for hearing for submission of complete reply on 25.09.2020.

The proceedings were held on 25.09.2020. Complainant as well as the SDO Sohna Road Subdivision were present. All the issues were argued one by one. After the detailed submissions from both the side, the SDO was directed by the Forum to submit issue wise reply and submit it by 5th October 2020 with a copy to the complainant so that a detailed argument can be held on 08.10.2020, the next date of hearing. The complainant was also directed to go through the reply and make the submissions. If any, on 08.10.2020.

Proceedings were held on 08.10.2020 wherein complainant as well as the respondent SDO were present. Reply was submitted by the SDO and its copy was also available with the complainant. Preliminary arguments were held but as requested by the SDO, another date 27.10.2020 has been fixed for detailed arguments on each of the issue raised in the complaint.

Proceedings were held on 29.12.2020 and detailed arguments were held between the complainant and the SDO. Lot of record was placed on record by both the parties. Forum directed both, the complainant as well as SDO to go through replies and counter replies and final arguments will be held on 12.01.2021.

Proceedings were held on 12.01.2021. SDO as well as the complainant were present. Detailed arguments were held. Both the parties were asked whether they wanted to submit any other facts before the Forum. Both the parties said that whatever they wanted to submit had already been submitted. Forum observed that a lot of submissions have been made by the complainant which would require an in-depth study of the same and to identify the repetitions made during the submissions and the additional submissions during different hearings, which were other than the issues originally listed in the complaint. Forum decided to fix 09.02.2021 as the date of decision. The decision will be announced on 09.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson