



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3562/ 2021
DATE OF INSTITUTION	27.04.2021
DATES OF HEARING	07.05.2021

**BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON (THROUGH VC)
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (THROUGH VC)

In the matter of complaint of Sh. Attar Singh V&PO Kaimri Distt. Hisar regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP Divn.No. II, DHBVN, Hisar
SDO/OP S/Divn., DHBVN, Satrod

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO(Through VC)

Proceeding

Sh. Attar Singh V&PO Kaimri Distt. Hisar has an electricity connection under SDO (OP) S/Divn. DHBVN, Satrod. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he was regularly paying his bills and there was no dispute till the last reading recorded as 6415 unit on 28.12.2019. But thereafter reading recorded as 3905 unit on 11.09.2020 & Zero unit on 13.11.2020 and bills issued during said period on average basis/ higher side which was wrong. Meter was replaced on 05.11.2020. He approached many times in the office of respondent's office but no action has been taken so far. As such, 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 07.05.2021 at Hisar for hearing of the case.

Proceedings were held at Hisar on 07.05.2021. Complainant was not present but respondent SDO was present through VC. He requested for another date to submit detailed reply. Request allowed. Now to come on next date of hearing on 04.06.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p style="text-align: center;">FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3561/ 2021
DATE OF INSTITUTION	27.04.2021
DATES OF HEARING	07.05.2021

**BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON (THROUGH VC)
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (THROUGH VC)

In the matter of complaint of Sh. Jasvinder Singh Anand, 20 M.C.Colony, Hisar Distt. Hisar regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP Divn.No. I, DHBVN, Hisar
 SDO/OP Civil Line,S/Divn., DHBVN, Hisar

..... Respondents

Appearance:

For Complainant

Present(ThroughVC)

For Respondent

Respondent SDO(Through VC)

Interim Order

Sh. Jasvinder Singh Anand, 20M.C.Colony,hisar Distt. Hisar has an electricity connection bearing account no. 5687620000 under SDO (OP)Civil Line S/Divn. DHBVN, Hisar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he received bill for the month of Feb.2021 amounting to Rs100160/- showing sundry charges of Rs.95172/-though he had been paying his bills regularly. He lodged his complaint with respondent SDO and also met her personally. He deposited Rs. 50000/- as per her advice. But on dated 10.04.2021 his meter was stolen and on lodging the FIR, the same was re-installed and supply was restored. This was n sort of mental Harassment by the office of respondent officer. He approached many times in the office of respondent's office but no action has been taken so far. As such, 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 07.05.2021 at Hisar for hearing of the case.

Proceedings were held at Hisar on 07.05.2021. Complainant and respondent SDO were present through VC. Respondent SDO submitted her reply vide no. Spl-1 dated 06.05.2021 stating that on 25.04.2018, bill was delivered to the complainant with FR 99190. In the next billing cycle, the meter had completed its round and bills were being generated on average basis since then up to 25.06.2020. On 25.06.2020, meter of the complainant was changed and CBO office issued the bill based on the reading as per MCO and Lab Challan. However, on checking, an amount of Rs. 4056/- becomes refundable. Case has been sent to CBO for rectification. It is also added that complainant has cleared his outstanding dues on 26.04.2021. Complainant was not satisfied, he argued that during the period 25.04.2018 to 25.06.2020 his premises had remained almost closed and he had consumed only 935 units. His meter replaced on 25.06.2020 also showed Final reading as 124.79 units, but Nigam has shown it as 124790 units and charged Rs. 95172/-. Screen Shot of Meter as produced by the respondent SDO was also showing FR 124.79 unit. Forum directed respondent SDO to get the expert advice on the issue of FR whether it was 124.79 or 124790 unit, from Xen M&P, DHBVN, Hisar within fifteen days & submit to the Forum along with Lab test Report/Survey Data, Copy of MCO, CA-21/22 with detailed reasons of not taking actual reading/issuing bills on average basis for the period of around two years and thereafter disconnection/restoration of electricity on 10.04.2021. Now to come on next date of hearing on 04.06.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson