



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005
Telephone No. 01662-223081
HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)

Case No .DH/CGRF- 3086/2020
Date of Institution: 22.07.2020
Date of Hearing: 11.8.2020. 08.09.2020 & 06.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Rampal Singh S/o Sh. Inder Singh, V&PO Pali Tehsil Hansi
Distt. Hisar regarding release of tubewell connection.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Hansi
SDO (OP) S/Divn. DHBVN, Sisai

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

None of Nodal Officer, CGRF, Hisar.
Respondent SDO

INTERIM ORDER

Sh. Rampal Singh S/o Sh. Inder Singh, V&PO Pali Tehsil Hansi applied for new tube well connection vide application no. H-35-1114-233 dated 11.08.2015 and deposited requisite fee with the application form under SDO (OP) S/Divn., DHBVN, Sisai. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he had applied for a new tube well connection vide application no. H-35-1114-233 dated 11.08.2015 and had deposited requisite fee with the application form under SDO (OP) S/Divn., DHBVN, Sisai. Complainant stated that cause of action arose from a letter which he received from DHBVN vide letter no. 1620 dated 11.06.2020. As per the letter, on dated 12.06.2020, staff of respondent SDO contacted him and got his consent to the effect that he was not willing to get 3 Star Rating Efficient Pump Set from the department and that he would purchase it from open market at his own and that the department as per sales circular no. D-16-2020 would refund all the dues paid by him and would defer his application for release of tube well connection. He subsequently requested that he was willing to change his earlier consent / option which he had given due to ignorance or misreading the consent form and that now he wanted to opt for 3 Star Efficient Energy Pump from the department. He has requested the Forum to redress his grievance.

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 11.08.2020 at Hisar for hearing of the case.

The proceedings held on 11.08.2020 at Hisar. The representative of complainant and respondent SDO were present. SDO (OP) submitted reply vide memo.no. 1848 dated 08.08.2020 stating therein that the complainant had deposited the estimated amount and motor cost through online portal and as per SE/Commercial, DHBVN, Hisar memo .no. Ch-419/SE/C-94/04/Vol.-III dated 29.05.2020, but later the consumer through a consent form refused to have a 3 star motor as provided by the department. Copy of consent placed on record. Forum directed the respondent SDO to come on next date of hearing along with SE/Commercial or his representative to explain the detailed and factual position of the case viz-a-viz instructions regarding change of option etc.

The proceedings were held on 08.09.2020 at Hisar. The complainant, respondent SDO and representative of S.E. (Commercial) were present. During hearing, the representative of S.E. (Commercial) and respondent SDO could not provide and clarify any instructions with regard to change the option at this stage. Therefore, Forum directed both the officers to apprise the Forum within 10 days as to whether the complainant could change his option at this stage or not and as to whether any such instructions existed in the Nigam. If yes, what would be the financial implications of it what would be the feasibility for release of connection. Forum further directed the respondent SDO not to initiate the refund process of cost of motor cost/estimate etc. till final disposal of the case.

The proceedings were held on 06.10.2020 at Hisar. The complainant representative, respondent SDO and representative of S.E. (Commercial) were present. During hearing, complainant stated that he has given the option on the basis of the press cutting of Haryana Punjab Kesari and Patrika dated 30.05.2020.&31.05.2020 (available on its website also) wherein hon'ble Power Minister GoH announced that the farmers might have the option to purchase the pump motors having three star rating or more instead of getting five star motor from the Nigam. Copy placed on record. The representative of S.E. (Commercial) replied vide his no. Ch /185/SE/C-94/2004/Vol-3.Dated-06-10-2020 (as in the similar case no-3088) that there is no instruction regarding change of consent once given by the applicant. But instructions in this regard were not produced before the Forum. Respondent SDO vide is memo no 2071 dated-06.10.2020 informed that department would not have any kind of loss. However he could not provide specific reply on the direction of the Forum. Therefore, Forum directed Xen (OP) Divn., Hansi to apprise the Forum within 10 days as to whether the complainant could change his option at this stage or not and as to whether any such instructions existed in the Nigam. If yes, what would be the financial implications of it. What would be the feasibility for release of connection. And also, as to whether this problem in question was only in Sisai subdivision or in other subdivisions also under his jurisdiction. Now to come on next date of hearing on 05.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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(website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

Case No.DH/CGRF- 3089/2020
Date of Institution: 22.07.2020
Date of Hearing: 11.8.2020, 8.9.20 & 06.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Vinod Kumar S/o Sh. Tek Chand, V&PO Pali
Tehsil Hansi Distt. Hisar regarding release of tubewell connection.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Hansi
SDO (OP) S/Divn. DHBVN, Sisai

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

None of Nodal Officer, CGRF, Hisar.
Respondent SDO

INTERIM ORDER

Sh. Vinod Kumar S/o Sh. Tek Chand V&PO Pali Tehsil Hansi Distt. Hisar applied for new tube well connection vide application no. H-35-1114-231 dated 11.08.2015 and deposited requisite fee with the application form under SDO (OP) S/Divn., DHBVN, Sisai. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he applied for new tube well connection vide application no. H-35-1114-231 dated 11.08.2015 and deposited requisite fee with the application form under SDO (OP) S/Divn., DHBVN, Sisai. Complainant stated that cause of action arose from a letter which he received from DHBVN vide letter no. 1620 dated 11.06.2020. As per the letter, on dated 12.06.2020, staff of respondent SDO contacted him and got his consent to the effect that he was not willing to get 3 Star Rating Efficient Pump Set from the department and that he would purchase it from open market at his own and that the department as per sales circular no. D-16-2020 would refund all the dues paid by him and would defer his application for release of tube well connection. He subsequently requested that he was willing to change his earlier consent / option which he had given due to ignorance or misreading the consent form and that now he wanted to opt for 3 Star Efficient Energy Pump from the department. He has requested the Forum to redress his grievance.

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 11.08.2020 at Hisar for hearing of the case.

The proceedings held on 11.08.2020 at Hisar. The representative of complainant and respondent SDO were present. SDO (OP) submitted reply vide memo.no. 1848 dated 08.08.2020 stating therein that the complainant had deposited the estimated amount and motor cost through online portal and as per SE/Commercial, DHBVN, Hisar memo.no. Ch-419/SE/C-94/04/Vol.II dated 29.05.2020, but later the consumer through a consent form refused to have a 3 star motor as provided by the department. Copy of consent placed on record. Forum directed the respondent SDO to come on next date of hearing along with SE/Commercial or his representative to explain the detailed and factual position of the case viz-a-viz instructions regarding change of option etc. Now to come on next date of hearing.

The proceedings were held on 08.09.2020 at Hisar. The complainant, respondent SDO and representative of S.E. (Commercial) were present. During hearing, the representative of S.E. (Commercial) and respondent SDO could not provide and clarify any instructions with regard to change the option at this stage. Therefore, Forum directed both the officers to apprise the Forum within 10 days as to whether the complainant could change his option at this stage or not and as to whether any such instructions existed in the Nigam. If yes, what would be the financial implications of it what would be the feasibility for release of connection. Forum further directed the respondent SDO not to initiate the refund process of cost of motor cost/estimate etc. till final disposal of the case.

The proceedings were held on 06.10.2020 at Hisar. The complainant representative, respondent SDO and representative of S.E. (Commercial) were present. During hearing, complainant stated that he has given the option on the basis of the press cutting of Haryana Punjab Kesari and Patrika dated 30.05.2020.&31.05.2020 (available on its website also) wherein hon'ble Power Minister GoH announced that the farmers might have the option to purchase the pump motors having three star rating or more instead of getting five star motor from the Nigam. Copy placed on record. The representative of S.E. (Commercial) replied vide his no. Ch /185/SE/C-94/2004/Vol-3.Dated-06-10-2020 (as in the similar case no-3088) that there is no instruction regarding change of consent once given by the applicant. But instructions in this regard were not produced before the Forum. Respondent SDO vide is memo no 2071 dated-06.10.2020 informed that department would not have any kind of loss. However he could not provide specific reply on the direction of the Forum. Therefore, Forum directed Xen (OP) Divn., Hansi to apprise the Forum within 10 days as to whether the complainant could change his option at this stage or not and as to whether any such instructions existed in the Nigam. If yes, what would be the financial implications of it. What would be the feasibility for release of connection. And also, as to whether this problem in question was only in Sisai subdivision or in other subdivisions also under his jurisdiction. Now to come on next date of hearing on 05.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF- 3087/2020
Date of Institution: 22.07.2020
Date of Hearing: 11.8.2020,8.9.20&06.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Smt. Krishna Devi W/o Sh. Satbir, V&PO Pali Tehsil
Hansi Distt. Hisar regarding release of tubewell connection.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Hansi
SDO (OP) S/Divn. DHBVN, Sisai

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

None of Nodal Officer, CGRF, Hisar.
Respondent SDO

INTERIM ORDER

Smt. Krishna Devi W/o Sh. Satbir, V&PO Pali Tehsil Hansi Distt. Hisar applied for new tube well connection vide application no. H-35-214-182 dated 02.02.2015 and deposited requisite fee with the application form under SDO (OP) S/Divn., DHBVN, Sisai, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he applied for new tube well connection vide application no. H-35-214-182 dated 02.02.2015 and deposited requisite fee with the application form under SDO (OP) S/Divn., DHBVN, Sisai. Complainant stated that cause of action arose from a letter which he received from DHBVN vide letter no. 1620 dated 11.06.2020. As per the letter, on dated 12.06.2020, staff of respondent SDO contacted him and got his consent to the effect that he was not willing to get 3 Star Rating Efficient Pump Set from the department and that he would purchase it from open market at his own and that the department as per sales circular no. D-16-2020 would refund all the dues paid by him and would defer his application for release of tube well connection. He subsequently requested that he was willing to change his earlier consent / option which he had given due to ignorance or misreading the consent form and that now he wanted to opt for 3 Star Efficient Energy Pump from the department. He has requested the Forum to redress his grievance.

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 11.08.2020 at Hisar for hearing of the case.

The proceedings held on 11.08.2020 at Hisar. The representative of complainant and respondent SDO were present. SDO (OP) submitted reply vide memo. no. 1848 dated 08.08.2020 stating therein that the complainant had deposited the estimated amount and motor cost through online portal and as per SE/Commercial, DHBVN, Hisar memo.no. Ch-419/SE/C-94/04/Vol.II dated 29.05.2020, but later the consumer through a consent form refused to have a 3 star motor as provided by the department. Copy of consent placed on record. Forum directed the respondent SDO to come on next date of hearing along with SE/Commercial or his representative to explain the detailed and factual position of the case viz-a-viz instructions regarding change of option etc. Now to come on next date of hearing.

The proceedings were held on 08.09.2020 at Hisar. The complainant, respondent SDO and representative of S.E. (Commercial) were present. During hearing, the representative of S.E. (Commercial) and respondent SDO could not provide and clarify any instructions with regard to change the option at this stage. Therefore, Forum directed both the officers to apprise the Forum within 10 days as to whether the complainant could change his option at this stage or not and as to whether any such instructions existed in the Nigam. If yes, what would be the financial implications of it what would be the feasibility for release of connection. Forum further directed the respondent SDO not to initiate the refund process of cost of motor cost/estimate etc. till final disposal of the case.

The proceedings were held on 06.10.2020 at Hisar. The complainant representative, respondent SDO and representative of S.E. (Commercial) were present. During hearing, complainant stated that he has given the option on the basis of the press cutting of Haryana Punjab Kesari and Patrika dated 30.05.2020.&31.05.2020 (available on its website also) wherein hon'ble Power Minister GoH announced that the farmers might have the option to purchase the pump motors having three star rating or more instead of getting five star motor from the Nigam. Copy placed on record. The representative of S.E. (Commercial) replied vide his no. Ch /185/SE/C-94/2004/Vol-3.Dated-06-10-2020 (as in the similar case no-3088) that there is no instruction regarding change of consent once given by the applicant. But instructions in this regard were not produced before the Forum. Respondent SDO vide is memo no 2071 dated-06.10.2020 informed that department would not have any kind of loss. However he could not provide specific reply on the direction of the Forum. Therefore, Forum directed Xen (OP) Divn., Hansi to apprise the Forum within 10 days as to whether the complainant could change his option at this stage or not and as to whether any such instructions existed in the Nigam. If yes, what would be the financial implications of it. What would be the feasibility for release of connection. And also, as to whether this problem in question was only in Sisai subdivision or in other subdivisions also under his jurisdiction. Now to come on next date of hearing on 05.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No.DH/CGRF- 3088/2020
Date of Institution: 22.07.2020
Date of Hearing: 11.8.2020,8.9.20&06.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Smt. Sonu Rani W/o Sh. Jai Pal Singh, V&PO Pali
Tehsil Hansi Distt. Hisar regarding release of tubewell connection.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Hansi
SDO (OP) S/Divn. DHBVN, Sisai

.....Respondents

Appearance:-

ForComplainant:

Representative.

For the Respondent

None of Nodal Officer, CGRF, Hisar.
Respondent SDO

INTERIM ORDER

Smt. Sonu Rani W/o Sh. Jai Pal Singh, V&PO Pali Tehsil Hansi Distt. Hisar applied for new tube well connection vide application no. H-35-1114-232 dated 11.08.2015 and deposited requisite fee with the application form under SDO (OP) S/Divn., DHBVN, Sisai, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he applied for new tube well connection vide application no. H-35-1114-232 dated 11.08.2015 and deposited requisite fee with the application form under SDO (OP) S/Divn., DHBVN, Sisai. Complainant stated that cause of action arose from a letter which he received from DHBVN vide letter no. 1620 dated 11.06.2020. As per the letter, on dated 12.06.2020, staff of respondent SDO contacted him and got his consent to the effect that he was not willing to get 3 Star Rating Efficient Pump Set from the department and that he would purchase it from open market at his own and that the department as per sales circular no. D-16-2020 would refund all the dues paid by him and would defer his application for release of tube well connection. He subsequently requested that he was willing to change his earlier consent / option which he had given due to ignorance or misreading the consent form and that now he wanted to opt for 3 Star Efficient Energy Pump from the department. He has requested the Forum to redress his grievance.

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 11.08.2020 at Hisar for hearing of the case.

The proceedings held on 11.08.2020 at Hisar. The representative of complainant and respondent SDO were present. SDO (OP) submitted reply vide memo. no. 1848 dated 08.08.2020 stating therein that the complainant had deposited the estimated amount and motor cost through online portal and as per SE/Commercial, DHBVN, Hisar memo. no. Ch-419/SE/C-94/04/Vol.II dated 29.05.2020, but later the consumer through a consent form refused to have a 3 star motor as provided by the department. Copy of consent placed on record. Forum directed the respondent SDO to come on next date of hearing along with SE/Commercial or his representative to explain the detailed and factual position of the case viz-a-viz instructions regarding change of option etc. Now to come on next date of hearing.

The proceedings were held on 08.09.2020 at Hisar. The complainant, respondent SDO and representative of S.E. (Commercial) were present. During hearing, the representative of S.E. (Commercial) and respondent SDO could not provide and clarify any instructions with regard to change the option at this stage. Therefore, Forum directed both the officers to apprise the Forum within 10 days as to whether the complainant could change his option at this stage or not and as to whether any such instructions existed in the Nigam. If yes, what would be the financial implications of it what would be the feasibility for release of connection. Forum further directed the respondent SDO not to initiate the refund process of cost of motor cost/estimate etc. till final disposal of the case. .

The proceedings were held on 06.10.2020 at Hisar. The complainant representative, respondent SDO and representative of S.E. (Commercial) were present. During hearing, complainant stated that he has given the option on the basis of the press cutting of Haryana Punjab Kesari and Patrika dated 30.05.2020.&31.05.2020 (available on its website also) wherein hon'ble Power Minister GoH announced that the farmers might have the option to purchase the pump motors having three star rating or more instead of getting five star motor from the Nigam. Copy placed on record. The representative of S.E. (Commercial) replied vide his no. Ch /185/SE/C-94/2004/Vol-3.Dated-06-10-2020 (as in the similar case no-3088) that there is no instruction regarding change of consent once given by the applicant. But instructions in this regard were not produced before the Forum. Respondent SDO vide is memo no 2071 dated-06.10.2020 informed that department would not have any kind of loss. However he could not provide specific reply on the direction of the Forum. Therefore, Forum directed Xen (OP) Divn., Hansi to apprise the Forum within 10 days as to whether the complainant could change his option at this stage or not and as to whether any such instructions existed in the Nigam. If yes, what would be the financial implications of it. What would be the feasibility for release of connection. And also, as to whether this problem in question was only in Sisai subdivision or in other subdivisions also under his jurisdiction. Now to come on next date of hearing on 05.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No.DH/CGRF- 3090/2020
Date of Institution: 22.07.2020
Date of Hearing: 11.8.2020,08.9.20&06.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Vinod Kumar S/o Sh. Tek Chand, V&PO Pali
Tehsil Hansi Distt. Hisar regarding release of tubewell connection.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Hansi
SDO (OP) S/Divn. DHBVN, Sisai

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

None of Nodal Officer, CGRF, Hisar.
Respondent SDO

INTERIM ORDER

Sh. Vinod Kumar S/o Sh. Tek Chand V&PO Pali Tehsil Hansi Distt. Hisar applied for new tube well connection vide application no. H-35-1114-230 dated 11.08.2015 and deposited requisite fee with the application form under SDO (OP) S/Divn., DHBVN, Sisai, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he applied for new tube well connection vide application no. H-35-1114-230 dated 11.08.2015 and deposited requisite fee with the application form under SDO (OP) S/Divn., DHBVN, Sisai. Complainant stated that cause of action arose from a letter which he received from DHBVN vide letter no. 1620 dated 11.06.2020. As per the letter, on dated 12.06.2020, staff of respondent SDO contacted him and got his consent to the effect that he was not willing to get 3 Star Rating Efficient Pump Set from the department and that he would purchase it from open market at his own and that the department as per sales circular no. D-16-2020 would refund all the dues paid by him and would defer his application for release of tube well connection. He subsequently requested that he was willing to change his earlier consent / option which he had given due to ignorance or misreading the consent form and that now he wanted to opt for 3 Star Efficient Energy Pump from the department. He has requested the Forum to redress his grievance.

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 11.08.2020 at Hisar for hearing of the case.

The proceedings held on 11.08.2020 at Hisar. The representative of complainant and respondent SDO were present. SDO (OP) submitted reply vide memo.no. 1848 dated 08.08.2020 stating therein that the complainant had deposited the estimated amount and motor cost through online portal and as per SE/Commercial, DHBVN, Hisar memo. no. Ch-419/SE/C-94/04/Vol.II dated 29.05.2020, but later the consumer through a consent form refused to have a 3 star motor as provided by the department. Copy of consent placed on record. Forum directed the respondent SDO to come on next date of hearing along with SE/Commercial or his representative to explain the detailed and factual position of the case viz-a-viz instructions regarding change of option etc. Now to come on next date of hearing.

The proceedings were held on 08.09.2020 at Hisar. The complainant, respondent SDO and representative of S.E. (Commercial) were present. During hearing, the representative of S.E. (Commercial) and respondent SDO could not provide and clarify any instructions with regard to change the option at this stage. Therefore, Forum directed both the officers to apprise the Forum within 10 days as to whether the complainant could change his option at this stage or not and as to whether any such instructions existed in the Nigam. If yes, what would be the financial implications of it what would be the feasibility for release of connection. Forum further directed the respondent SDO not to initiate the refund process of cost of motor cost/estimate etc. till final disposal of the case.

The proceedings were held on 06.10.2020 at Hisar. The complainant representative, respondent SDO and representative of S.E. (Commercial) were present. During hearing, complainant stated that he has given the option on the basis of the press cutting of Haryana Punjab Kesari and Patrika dated 30.05.2020.&31.05.2020 (available on its website also) wherein hon'ble Power Minister GoH announced that the farmers might have the option to purchase the pump motors having three star rating or more instead of getting five star motor from the Nigam. Copy placed on record. The representative of S.E. (Commercial) replied vide his no. Ch /185/SE/C-94/2004/Vol-3.Dated-06-10-2020 (as in the similar case no-3088) that there is no instruction regarding change of consent once given by the applicant. But instructions in this regard were not produced before the Forum. Respondent SDO vide is memo no 2071 dated-06.10.2020 informed that department would not have any kind of loss. However he could not provide specific reply on the direction of the Forum. Therefore, Forum directed Xen (OP) Divn., Hansi to apprise the Forum within 10 days as to whether the complainant could change his option at this stage or not and as to whether any such instructions existed in the Nigam. If yes, what would be the financial implications of it. What would be the feasibility for release of connection. And also, as to whether this problem in question was only in Sisai subdivision or in other subdivisions also under his jurisdiction. Now to come on next date of hearing on 05.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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(website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

Case No.DH/CGRF- 3104/2020
Date of Institution: 27.07.2020
Date of Hearing: 11.8.2020, 08.09.20&06.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Balaji Industries, Mehuwala Road, Bhattu
(Fatehabad) regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Fatehabad.
SDO (OP) S/Divn. DHBVN, Bhattu.

.....Respondents

Appearance:-

ForComplainant:

Present.

For the Respondent

None of Nodal Officer, CGRF, Hisar.
Representative of respondent SDO

INTERIM ORDER

Sh. Balaji Industries, Mehuwala Road, Bhattu (Fatehabad) have got an electricity connection bearing account no. H-45-BMLS-0029 under SDO (OP) S/Divn., DHBVN, Bhattu. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he had got a new connection on 13.05.2020 which was made operational by the operation wing. Later, on 15.06.2020, M&P team visited the site and found that all the seals were intact and even when there was no tampering whatsoever, the respondent Nigam initially sent the bill of Rs.510014/- through Whatsapp and subsequently revised it to Rs.372455/- citing the reason that the meter was declared slow by around 90% by the M&P team on 15.06.2020. Since raising of the bill on the basis of meter slow was wrong, 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 11.08.2020 at Hisar for hearing of the case.

The proceedings were held on 11.08.2020 at Hisar. The complainant and respondent SDO were present. SDO (OP) submitted reply vide memo.no. 2663 dated 11.08.2020 stating therein that new connection was installed at complainant premises on dated 14.05.2020 and informed to M&P team simultaneously for regularization of the connection. M&P team visited the site on 15.06.2020 and during checking, meter was found slow by 90.34% w.e.f. 14.05.2020. He placed on record the M&P checking report. He further stated that the fact was informed to billing agency on 16.06.2020 and initially the bill was prepared by them for Rs.510014/- which included Rs.138409/- as PLEC charges, which later on was corrected and the revised bill for Rs.372455/- was prepared and delivered to the complainant. However, this was also excessive to the extent Rs.12767/- and the same was corrected on 30.06.2020. The SDO further submitted that the bill now delivered was correct as per Nigam instructions and M&P report. Complainant was not satisfied with the reply of the respondent SDO and submitted that the M&P team had found all the 3 nos. CTs short right from the date of release i.e. 14.05.2020 which was not possible. He submitted further that during Covid lockdown, as per DC orders, the factory was allowed to be run only 8 hours. As such, the consumption as billed was also not possible and requested to revise his bill as per Nigam's sale circular no. 7/2020. The SDO M&P who had gone to regularize the connection was also asked the question that how was the recording of reading in the meter was possible when all the three CTs were found short. He could not reply to the satisfaction of the Forum and simply said that it could be due to creeping. The Forum therefore decided to call XEN M&P Hisar on the next date of hearing to explain the position and the report prepared by his SDO.

The proceedings were held on 08.09.2020 at Hisar. The complainant, Xen. (M&P) and representative of respondent SDO were present. During the arguments, Xen. (M&P) submitted clock load report, daily load report, instantaneous report, billing report and reset backup report for the period upto 15.06.2020 and explained the detailed position of M&P checking report. Forum directed Xen. (M&P) to depute his team to the complainant

premises and get collected similar reports from 16.06.2020 to onwards and submit to the Forum within fifteen days. Now to come on next date of hearing on 06.10.2020.

Proceedings were held on 06.10.2020. As directed by the Forum, M&P wing of DHBVN submitted further data of the complainant's meter and tried to justify that meter was indeed found slower by 90.34% whereas the compliant challenged the data and argued that how could the consumption be around 220 units per hour when the total load itself was only 138 kW.

The Forum observed that detailed arguments would be required before arriving at any decision. Therefore, Forum directs both the parties to come prepared for detailed arguments on the next date of hearing on 05.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005
Telephone No. 01662-223081
HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: person www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in

Case No. DH/CGRF- 3137/2020
Date of Institution: 24.08.2020
Date of Hearing: 08.09.2020
Date of Interim order: 08.09.2020& 06.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Baljit Singh S/o Sh. Dharam Chand Village Mehjad
Tehsil Hansi Distt. Hisar regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Hansi
SDO (OP) S/U Sub Divn., DHBVN, Hansi

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

None of Nodal Officer, CGRF, Hisar.
Representative of respondent SDO

INTERIM ORDER

Sh. Baljit Singh S/o Sh. Dharam Chand Village Mehjad Tehsil Hansi Distt. Hisar was having an electricity connection bearing account no. DF41-0003N under SDO (OP) S/U Sub Divn., DHBVN, Hansi, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that digit of his meter jumped resulting in showing consumption of 10500 units for the period 03.03.2020 to 03.05.2020 and bill for Rs.100392/- has been raised, which was wrong. 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 08.09.2020 at Hisar for hearing of the case.

The proceedings were held on 08.09.2020 through video conferencing at Hisar. The complainant was present but the respondent SDO did not appear. During hearing, complainant also informed that his connection was disconnected for non-payment of bill. Forum directed the respondent SDO to get the supply of complainant restored after remission of due amount leaving disputed amount of 10500 units. Further, he was directed to appear before the Forum on next date of hearing without fail along with detailed reply and consumption data of last one year.

The proceedings were held on 06.10.2020 through video conferencing at Hisar. The complainant & representative of the respondent SDO both were present. Respondent SDO submitted his reply vide memo no 8436/37 dated 05.10.2020 and stated therein that meter was checked by M&P team vide MT-1 no 92/524 dated 25-09-2020 and the accuracy of meter found within permissible limit. Copy of M&P report and consumption data w.e.f.1/2018 to date also placed on record. During hearing, XEN/M&P was also present in other case. As per request of the Forum, he provided billing data & daily consumption report of the meter. The said report is available for 26-04-2020 to 03-05-2020 (8 Days) out of the period 03.03.2020 to 03.05.2020 (the period, the complainant complained the meter jumped). During 8 days, meter shows reading only 114 KVAH. Forum directed the respondent SDO to submit the consumption data for the month of March to May of the previous year 2018 & 2019 and also to confirm that the reading was taken manually or through CMRI during this period. Now to come on next date of hearing on 05.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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DAKSHIN HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005
Telephone No. 01662-223081
HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: person www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in

Case No. DH/CGRF- 3150/2020
Date of Institution: 26.08.2020
Date of Hearing: 08.09.2020&06.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Sadhu Ram V&PO Sarsana Distt. Hisar regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn.No.2, DHBVN, Hisar
J.E.-I (OP) Sub Office, DHBVN, Balsmand

.....Respondents

Appearance:-

ForComplainant:

Present.

For the Respondent

None of Nodal Officer, CGRF, Hisar.
Representative of respondent JE-I

INTERIM ORDER

Sh. Sadhu Ram V&PO Sarsana Distt. Hisar has an electricity connection bearing account no. HR25-SR1D-0637 under J.E.I (OP) Sub Office, DHBVN, Balsmand, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his meter was replaced under M.G.J.G. scheme around two years back and was running fast. He requested many times for getting its accuracy checked, to replace it and to overhaul the account and deliver the corrected bill so that he could make the payment, but no action was taken. 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 08.09.2020 at Hisar for hearing of the case.

The proceedings were held on 08.09.2020 at Hisar. The complainant and representative of respondent JE-I appeared for hearing. Respondent JE submitted reply vide memo. no. 1199 dated 7.9.2020 stating therein that the bills had been raised to the complainant on actual meter reading since Nov., 2017. He also placed on record the copy of ledger of complainant's account. Accuracy of meter was also got checked twice by the concerned area incharge and found working of meter within permissible limit. He further stated that the complainant was not paying his electricity bill regularly and as of now, Rs.30152/- were outstanding against the complainant. It is also stated that basic purpose of complaint is to avoid disconnection of electricity. Complainant argued in line with his written statement. Forum directed complainant to pay atleast 50% of outstanding dues along with meter testing fee within seven days and respondent JE was directed to get the meter checked from M&T Lab. in the presence of complainant. Date and time of checking of meter at M&T Lab. may be informed to the complainant in advance so that he can also remain present during checking of the meter. No coercive action may be taken till decision of the case.

The proceedings were held on 06.10.2020 at Hisar. The complainant and representative of respondent JE- I appeared for hearing. Respondent JE did not submit his reply. However, he informed that the complainant still not deposited 50% of outstanding dues and meter testing fee. Forum directed complainant to pay at least 50% of outstanding dues along with meter testing fee within seven days and respondent JE was directed to get the meter checked from M&T Lab. in the presence of complainant. Date and time of checking of meter at M&T Lab. may be informed to the complainant in advance so that he can also remain present during checking of the meter. Now to come on next date of hearing on 05.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005
Telephone No. 01662-223081
HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: person www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in

Case No. DH/CGRF- 3125/2020
Date of Institution: 18.08.2020
Date of Hearing: 08.09.2020& 06.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Rajesh, Shop No.13, Green Square Market, Hisar regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn.No.1, DHBVN, Hisar
SDO (OP) City Sub Divn., DHBVN, Hisar

.....Respondents

Appearance:-

ForComplainant:

Not Present.

For the Respondent

None of Nodal Officer, CGRF, Hisar.
None from respondent SDO.

INTERIM ORDER

Sh. Rajesh, Shop No.13, Green Square Market, Hisar was having an electricity connection bearing account no. 2925420000 under SDO (OP) City Sub Divn., DHBVN, Hisar, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he had tried to make payment of electricity bill amounting to Rs.22001/- on line through HDFC Bank Credit Card on dated 18.06.2020 but it got credited to UHBVN in the same account number instead of DHBVN. 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 08.09.2020 at Hisar for hearing of the case.

The proceedings were held on 08.09.2020 at Hisar. The complainant and respondent SDO appeared for hearing. Complainant informed that the consumer of UHBVN having account no. 2925420000 fell under the jurisdiction of SDO (OP) Model Town Sub Divn., Karnal. Forum directed the respondent SDO/Xen. (OP) Divn.No.1 Hisar to correspond on the matter with SDO M.Town / Xen. City, Karnal for remittance of the said amount in DHBVN account and thereafter complainant's account be adjusted accordingly.

The proceedings were held on 06.10.2020 at Hisar. The complainant and respondent SDO did not appear for hearing. Forum observed that since it was not a fault on the part of complainant, it was for the concerned subdivision and division of DHBVN to sort out the matter with UHBVN. The Forum directed the respondent SDO/XEN (OP) Divn.No.1 Hisar to correspond on the matter with their counterparts SDO M. Town/ Xen. City, Karnal for remittance of the said amount in DHBVN account and thereafter complainant's account be adjusted accordingly within 10 days. Now to come on next date of hearing on 05.11.2020. In the meantime, no coercive action should be taken against the complainant.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005
Telephone No. 01662-223081
HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: person www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in

Case No. DH/CGRF- 3109/2020
Date of Institution: 07.08.2020
Date of Hearing: 08.09.2020 & 06.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Smt. Manisha W/o Sh. Pawan Kumar, Near Baba Akash
Nath Mandir, Sultanpur Distt. Hisar regarding refund of excess payment.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Hansi
JE (OP) Sub Office, DHBVN, Umra

.....Respondents

Appearance:-

For Complainant:

Not Present

For the Respondent

None of Nodal Officer, CGRF, Hisar.
Respondent JE.

INTERIM ORDER

Smt. Manisha W/o Sh. Pawan Kumar, Near Baba Akash Nath Mandir, Sultanpur Distt. Hisar applied for new connection vide application no. H36-220-46-DS under JE (OP) Sub Office, DHBVN, Umra, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that she had applied for new connection vide application no. H36-220-46-DS dated 13.02.2020 through CSC Sh. Deepak Malik. He processed it for new connection vide application no. H36-220-46-DS dated 13.02.2020 online in the name of Smt. Manisha and made payment of Rs.2950/- which was shown as transaction failed. Then, he again made the payment of Rs.2950/- but her account has been debited twice. She placed copy of bank statement on record. She 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 08.09.2020 at Hisar for hearing of the case.

The proceedings were held on 08.09.2020 at Hisar. Representative of complainant attended but none was present from respondent JE. Non-appearance of respondent JE in the hearing was viewed seriously. Respondent JE was directed to process the refund of Rs.2950/- after confirmation of double payment on DHBVN portal within fifteen days and submit compliance report on next date of hearing.

The proceedings were held on 06.10.2020 at Hisar. Complainant not present but the respondent JE was present. Respondent JE submitted his reply vide memo no 912 dated 05.10.2020 stating that the complainant has deposited double payment and excess over payment shall be refunded to her in due course. Forum directed to respondent JE for compliance as assured within 10 days. Now to come on next date of hearing on 05.11.2020.

.(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
MemberAccounts

(SANJEEV CHOPRA)
Chairperson



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005
Telephone No. 01662-223081
HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: person www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in**

**Case No. DH/CGRF- 3139/2020
Date of Institution: 24.08.2020
Date of Hearing: 08.09.2020&06.10.2020**

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Vikas Kharab, M/s Hindustan Metals, 209, Sector 27-28, Hisar regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn.No.2, DHBVN, Hisar
SDO (OP) Sub Divn., DHBVN, Satrod

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

None of Nodal Officer, CGRF, Hisar.
Representative of respondent SDO.

INTERIM ORDER

Sh. Vikas Kharab, M/s Hindustan Metals, 209, Sector 27-28, Hisar has been the consumer of DHBVN bearing account no. 0979767998 under SDO (OP) Sub Divn., DHBVN, Satrod, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that department has not issued bill since May, 2019. During January, his meter had got burnt and new meter was installed but, electricity bill since January, 2020 has also not been issued till May, 2020. The bill as issued during the month June, 2020 for the period May, 2019 to June, 2020 is also not correct. 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 08.09.2020 at Hisar for hearing of the case.

The proceedings were held on 08.09.2020 at Hisar. Representative of complainant was present but none was present from the respondent SDO. Non-appearance of respondent SDO in the hearing was viewed seriously. Complainant requested for issue of correct bill and month wise bill details. Further not to disconnect the connection till resolution of complaint. However, he consented for the part payment. Respondent SDO vide his memo. no. 3796 dated 8.9.2020 requested for another date to file the reply due to outbreak of Covid 19. Respondent SDO was directed to accept part payment of 50% of total outstanding dues and submit compliance report along with reply on next date of hearing. No Coercive action should be taken till decision of case.

The proceedings were held on 06.10.2020 at Hisar. Representative of complainant and representative of respondent SDO were present. Respondent SDO vide his memo. no. 4427 dated 05.10.2020 submitted reply and as per his reply. The complainant still not paid part payment of 50% of total outstanding dues as directed by the Forum in earlier date. The Forum directed the complainant to deposit 50% of total outstanding dues within 7 days and submit his counter reply on the reply of the respondent SDO in his office with a copy to the Forum before next date of hearing. Now to come on next date of hearing on 05.11.2020

.(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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DAKSHIN HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005
Telephone No. 01662-223081
HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: person www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in

Case No. DH/CGRF- 3156/2020
Date of Institution: 01.09.2020
Date of Hearing: 06.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Ram Niwas S/o Sh. Bhag Chand Village Sinder
Tehsil Hansi Distt. Hisar regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Hansi
SDO (OP) S/U Sub Divn., DHBVN, Hansi

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

None of Nodal Officer, CGRF, Hisar.
Representative of respondent SDO

INTERIM ORDER

Sh. Ram Niwas S/o Sh. Bhag Chand Village Sinder Tehsil Hansi Distt. Hisar was having an electricity connection bearing account no. H-32-SNID-613 under SDO (OP) S/U Sub Divn., DHBVN, Hansi, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that respondent Nigam has raised bill of Rs 80489 during the month of August 2020 which is abnormally high and wrong. He approached the office of operation Sub Division Hansi but no action has been taken till date. 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 06.10.2020 at Hisar for hearing of the case.

The proceedings were held on 06.10.2020 through video conferencing at Hisar. The complainant & representative of the respondent SDO both were present. Respondent SDO did not submit his reply. However during the hearing, representative of the respondent SDO informed that accuracy of the meter was got checked from the area in-charge and found ok. Further he informed that as per actual reading taken by the area in-charge, the account of the complainant has been overhauled since December 2017 to date. Forum directed the respondent SDO to physically verify the site, to ascertain the reasonability of actual consumption/other facts, reasons of blockade of reading and re-overhauling of account as per tariff, after taking into consideration the Govt. subsidy etc. Now to come on next date of hearing on 05.11.2020.

.(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson