	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar- 125005 Telephone No. 01662-223081 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 / 3171 / 2020
DATE OF INSTITUTION	14.09.2020
DATES OF HEARING	13.10.2020, 12.11.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Santosh Devi w/o Sh. Suresh Kumar Bansal, House no. 993, Ward no. 11, Aashri Gate, Jind regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, JIND
 SDO/OPERATION, DHBVN, JIND

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Not Present

PROCEEDINGS

Smt. Santosh Devi w/o Sh. Suresh Kumar Bansal, H.No. 993 Ward No.11, Aashri Gate, Jind has an electricity connection bearing account no. 8132120000 in the name of Sh. Mithan Lal under SDO (OP) S/Divn. DHBVN, Jind. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that the bill issued in the month of 8/2020 for the period 2.4.2020 to 4.8.2020 (124 days) was for Rs.161122/- for 21476 units which was on higher side due to meter jump. That she has sanctioned load of only 2.5 kW and has an average bill amount of Rs.16000/- per year since 2016. She has requested the Forum to redress her 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 13.10.2020 at Hisar for hearing of the case.

The proceedings were held on 13.10.2020 at Hisar. Representatives of complainant as well as the SDO were present. SDO (OP) submitted reply vide memo. no. 1663 dated 12.10.2020 stating that meter of complainant was checked on 4.8.2020 and the meter reading was 46421 kWh and on dated 12.10.2020, meter was checked again and the reading was 47129.8 kWh. Meter working was found OK and that the bill of the complainant was on actual consumption basis. Screen shot of meter showing reading 46421 kWh on 4.8.20 and 24995 kWh on 2.4.2020 was also placed on record. Copy of satisfaction report of complainant placed on record. But the complainant was not satisfied with the reply since consumption between 2.4.2020 to 4.8.2020 is abnormally high. Forum directed complainant to remit meter testing fee in the office of respondent SDO within three days. Respondent SDO was also directed to get the meter tested again after depositing of testing fee from M&T Lab. in the presence of complainant with prior intimation of testing date to the complainant and submit meter


testing report including load survey/temper data and detailed analysis of abnormality observed during the period between 2.4.2020 to 4.8.2020 before next date of hearing.

Proceedings were held on 12.11.2020 at Hisar. Complainant and respondent SDO Both were not present. Respondent SDO (OP) vide memo no. 1789 dated 11.11.2020 requested for another date because the complainants family was under quarantine due to Covid-19. Complainant's request was placed on record. Request allowed. To come up for hearing on the next date of hearing on 08.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar- 125005 Telephone No. 01662-223081 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 / 3208 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	12.11.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/s Hindustan Petroleum Corporation Ltd.,
 HPCL-Jind, LPG Plant, Rohtak Road, Jind regarding wrong billing
 Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, JIND
 SDO/OPERATION S/D NO. 2, DHBVN, JIND

..... Respondents

Appearance:

For Complainant

Representative Present

For Respondent

SDO Present

INTERIM ORDER

M/s Hindustan Petroleum Corporation Ltd., HPCL-Jind, LPG Plant, Rohtak Road, Jind are having an electricity connection bearing account no. 5987320000 under SDO (OP) S/Divn.No.2, DHBVN, Jind. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that the bill issued during August 2020 by the respondent Nigam levied sundry charges of Rs.2958441.12 in addition to the current month charges. On visit to respondent's office, it was given to understand that these charges were levied for the period from 20.10.2019 on the basis of M&T inspection report on 03.06.2020 but no details were provided. The applicant HPCL, a GOI enterprise is subject to mandatory audit and is bound to justify every penny spent and therefore it was not possible to pay such a huge demand without any justification of the penalty/levy of charges so imposed. They have 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 12.11.2020 at Hisar for hearing of the case.

Proceedings were held on 12.11.2020 at Hisar. Representative of complainant and the respondent SDO both were present. SDO (OP) submitted reply vide memo. no. 4744 dated 11.11.2020 stating that the amount has been charged by CBO office Hisar as per meter slowness report of M&P team. He also placed on record the detail of consumption & billing record from 9/2019 to 10/2020, calculation sheet of sundry charges, Load Survey Data sheet and M&P report. The same was handed over to the representative of the company to submit the reply, if any. Forum also directed the respondent SDO to provide consumption data of the complainant for the period of at least two years prior to 9/2019. XEN/M&P Hisar is also directed to appear or depute the SDO/M&P concerned, who checked the premises along with all the relevant record viz a viz report of billing agency, online logger report etc. The complainant is also directed to pay at least 20% of disputed amount within seven days from the date of receipt of order. No coercive action be taken by the subdivision till the final disposal of the case. Now to come up for hearing on the next date on 08.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman

