



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN
HARYANA BIJLI VITRAN NIGAM
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Case No. DH/CGRF- 3068/2020
Date of Institution: 16.07.2020
Date of Hearing: 13.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

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

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

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Jind
SDO (OP) S/Divn., DHBVN, Jind

.....Respondents

Appearance:-

For Complainant:

Representative

For the Respondent

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

INTERIM ORDER

Smt. Santosh Devi W/o Sh. Suresh Kumar Bansal, H.No. 993 Ward No.11, Aashri Gate, Jind had an electricity connection bearing account no. 8132120000 in the name of Sh. Mithan Lal under SDO (OP) S/Divn., DHBVN, Jind, hence, this 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. Representative of both complainant and respondent SDO were present. SDO (OP) submitted reply vide memo. no. 1663 dated 12.10.2020 stating therein that meter of the complainant has been checked on 4.8.2020 and found meter reading 46421 kWh and on dated 12.10.2020, meter was again checked and meter reading found 47129.8 kWh and working OK. Electricity bill of the complainant has been generated on 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. 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 is also directed to get the meter tested after deposit 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. Now to come on next date of hearing on dated 12.11.2020.

(NARESH K. MEHTA)
Member Accounts

.(MANOJ YADAV)
Member Technical