	<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, 15.12.2020,15.01.2021&10.02.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON (through VC)
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,
 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

None from respondents

INTERIM ORDER

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 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 the consumption between 2.4.2020 to 4.8.2020 was 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 complainant's family was under quarantine due to Covid-19. Complainant's request was placed on record. Request allowed.

Proceedings were held on 15.12.2020 at Hisar. Complainant and respondent SDO both were not present. Respondent SDO (OP) vide memo no. 1976 dated 14.12.2020 requested for another date because the complainant's family was under quarantine due to Covid-19. Complainant's request was placed on record. Request allowed.


Proceedings were held on 15.01.2021 at Hisar. Complainant was not present, but respondent SDO was present. Respondent SDO (OP) submitted reply vide memo no. 102 dated 14.01.2021 stating that meter of the complainant had been checked from M&T lab Hisar and found erratic behavior. Copy of M&T lab report placed on record. Forum telephonically enquired from SDO/M&T for clarification on his report regarding erratic behavior of the meter but he sought a week's time to re-check the meter working and submission of his revised report. Forum directed SDO M&T Hisar to re-submit his detailed report within a week as assured and respondent SDO to submit consumption data to-date within 7 days.

Proceedings were held on 10.02.2021 at Hisar. None from complainant and respondents was present. Respondent SDO (OP) submitted reply vide memo no. 241 dated 09.02.2021 and requested for another date because SDO M&T could not re-submit the detailed report. Forum directed SDO M&T Hisar to re-submit his detailed report within a week's time and respondent SDO to submit consumption data to-date within 7 days. Now to come on next date of hearing on 12.03.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<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 / 3412 / 2021
DATE OF INSTITUTION	01.02.2021
DATES OF HEARING	10.02.2021

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

Present:

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

In the matter of complaint of Sh. Harjinder Singh C/o M/s INDUS Towers Ltd.,
 SCO 137, 1st Floor above ICICI Bank Ltd., Sector-13, Urban Estate, Karnal
 regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, JIND
 SDO/OP S/U No.I S/Divn., DHBVN, JIND

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Harjinder Singh C/o M/s INDUS Towers Ltd., SCO 137, 1st Floor above ICICI Bank Ltd., Sector-13, Urban Estate, Karnal has an electricity connection bearing account no. J12-MT90-0024 under SDO (OP) S/U S/Divn. No.I, DHBVN, Jind. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that while overhauling the account for the period 11/2017 to 3/2020 as per report of Xen. M&P, the amounts of Rs.57422/-, Rs.114844/- and Rs.86133/- as charged in lieu of half margin to their account nos. in 10/2018, 12/2019 and 2/2020 respectively have not been withdrawn. 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 10.02.2021 at Hisar for hearing of the case.

Proceedings were held on 10.02.2021 at Hisar. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted reply vide memo no. 9445 dated 09.02.2021 stating that the amount as charged by the audit party and overhauling as made by his office was totally correct and is as per Xen. M&P report. Copy of Xen. (M&P) report and half margin was placed on record. Forum directed respondent SDO to submit copy of sundry item of account overhauling within 15 days. Complainant is also directed to ensure his appearance on next date of hearing failing which decision will be taken on merit. Now to come on next date of hearing on 12.03.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson