

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3532/ 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	12.05.2021 & 10.06.2021
DATE OF ORDER	14.06.2021

**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. Mahabir Singh S/O Sh. Nanu Ram,V&PO Karsindhu The. Uchana, Distt. Jind regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OPDivn. DHBVN, Narwana  
 SDO/OP,S/Divn., DHBVN, Uchana

..... Respondents

Appearance:

For Complainant

Present (Through VC)

For Respondent

Respondent SDO (Through VC)

## Order

Sh. Mahabir Singh S/O Sh. Nanu Ram, V&PO Karsindhu Tehsil Uchana, Distt. Jind has an electricity connection bearing account no. 3290461000 under SDO (OP) S/Divn. DHBVN, Uchana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he received bill for the month of Jan.2021 amounting to Rs. 116175/- of 15666 units, showing old reading 1501 units on dated 20.12.2019 and New reading 17167 units on dated 24.12.2020(370 days) which was wrong, abnormally high and without slab benefit. As per Bill, he consumed 42.33 units per day/1270 unit/month which was very high and exaggerated. This fact can also be seen on the basis of his previous /present consumption pattern. 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 12.05.2021 at Jind for hearing of the case.

Proceedings were held on 12.05.2021. Complainant and respondent SDO were present through VC. Respondent SDO requested for another date to submit detailed reply. Forum directed respondent SDO to furnish his detailed reply incorporating detailed reasons of not taking actual reading/issuing bills on average basis for such a long period along with upto date consumption data of present meter within fifteen days. No coercive action be taken till the disposal of the case. Complainant was also directed to pay his current bills time to time.

Proceedings were held through VC on 10.06.2021. Both, complainant and respondent SDO were present through VC. Respondent SDO admitted the fact that reading was not taken for long period and consumer was billed on average/fictitious reading basis and ensured to submit his detailed reply within a day or two. On dated 12.06.2021, he submitted his reply vide no. 03/CGRF/2021 dated 12.06.2021 through Email and whatsapp stating therein that bill was raised to the complainant for the period 20.12.2019 to 24.12.2020 for 15666 Kwh, but earlier bills were raised on very minimal reading i.e 74, 77, 69 Kwh etc. which also seemed to be wrong. As such, account of the complainant was overhauled since the date of installation of current meter to date. Calculation sheet placed on record. He further stated that Meter reader (engaged through Billing agency) who did not taken reading properly and timely stands relieved. Complainants also submitted his written submissions, stating that amount already paid by him should also be accounted for and surcharge levied may be waived.

After going through the record available on file and hearing both the parties, the Forum decided to dispose of the case with direction to the respondent SDO to overhaul the account of the complainant till date after duly adjusting the amount already paid by him /waiving off surcharge, if any and get the rectified bill delivered to the complainant with fifteen days. Case is closed. No cost on either side.

However, complainant is at liberty to file appeal with electricity OMBUDSMAN, HERC, Sector-4, Panchkula if he is not satisfied with the decision of the CGRF.

As required under Haryana State Electricity Regulatory Commission (Forum and Ombudsman) Regulations-2020, the implementation of this decision may be intimated to this office within 30 days from the date of its receipt.

File be consigned to record.

Given under our hands on this day of 14<sup>th</sup> June 2021.

**(MANOJ YADAV)**  
Member Technical

**(NARESH K. MEHTA)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson