	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>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 / 3464 / 2021
DATE OF INSTITUTION	03.03.2021
DATES OF HEARING	12.03.2021

**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.2 S/Divn., DHBVN, JIND

..... Respondents

Appearance:

For Complainant

Present

For Respondent

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. 6020921000 under SDO (OP) S/U S/Divn. No.2, DHBVN, Jind. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that while overhauling the account for the period 21/12/2017 to 25/06/2019, the amounts of Rs.108288/-, Rs.235425/- and Rs.293003/- as charged during 11/2018,1/2019 and 5/2020 needs to be reviewed and excess assessment of Rs.256440 required to be refunded. The actual date of replacement of defective meter was 29/05/2019 as per M&P report 065/472 but it was shown as 25/06/2019 this also required to be reviewed. 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 12.03.2021 at Hisar for hearing of the case.

Proceedings were held on 12.03.2021 at Hisar. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo no. 5472 dated 10.03.2021 stating therein that Rs.108288/ as charged by this office vide SC and AR no 107/87 becomes refundable as such sundry has been prepared vide SC&AR no 269/87.copy placed on record. Other charges are correct. Complainant not satisfied. Forum directed respondent SDO to overall the account of the complainant for the defective period with effective from 21/12/2017 to 29/05/2019 (date of replacement of old meter as per M&P report) and submit the detail thereof within 15 days with a copy to the complainant. Now to come on next date of hearing on 13.04.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>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 / 3430 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	12.03.2021

**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. Virender kumar S/O Rajmal Sharma Near –Ice factory Uchana Mandi. regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Virender kumar S/O Rajmal Sharma Near –Ice factory Uchana Mandi. has an electricity connection bearing account no. 8157361000 under SDO (OP),DHBVN, Uchana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that my bill upto Feb-2020 was correct but thereafter respondent SDO was issuing bill on average basis without reading, without adjustment of payments made earlier. Rs 2000 as deposited on 07/11/2020 at the cash counter of the S/Divn. was not credited as yet. He further stated that he has lodged complaint in this regard vide no CMPJ34000240614, CMPJ34000240584 and CMPJ34000240622. All work closed without taking any action. 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 12.03.2021 at Hisar for hearing of the case.

Proceedings were held on 12.03.2021 at Hisar. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo no. 2537 dated 02.03.2021 stating therein that bill issued during 03/02/2021 was on the basis actual reading after adjustment of all payments made earlier during the period except Rs.2000 for credit of said amount in complainant account the case has been uploaded in the RAPDRP system and will be reflected in next bill. Delay was occurred due to wrongly posted of said amount in other account due to clerical mistake. Complainant not satisfied. Forum directed respondent SDO to persue with CBO for credit of Rs.2000 and also explain the detailed reason regarding closing of online complaints within 15 days with a copy to the complainant. Now to come on next date of hearing on 13.04.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>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 / 3466 / 2021
DATE OF INSTITUTION	03.03.2021
DATES OF HEARING	12.03.2021

**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. Hari Mohan S/o Sh. Kali Ram village RamRai
Disst. Jind. regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, Jind.
SDO/OP S/U No-1, S/Divn., DHBVN, Jind.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Hari Mohan S/o Sh. Kali Ram village RamRai Disst. Jind. has an electricity connection bearing account no. RR11-1962 under SDO (OP),DHBVN, Jind . The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that on 19.08.2020 respondent Nigam has taken reading of my meter as 4409 KWH. on 21.08.2020 reading shown as 5500 KWH. I lodged my complaint fastness of my meter on 03/09/2020 meter was replaced on 14/09/2020 with FR 13939. During the period of around 24 days meter shown the consumption of 9530 KWH which abnormally high and 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 12.03.2021 at Hisar for hearing of the case.

Proceedings were held on 12.03.2021 at Hisar. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo no. 9668 dated 12.03.2021 stating therein that meter was sent M&T lab and as per M&T lab report meter reading is correct, Seals intact and data not retrieved copy placed on record. Complainant not satisfied. Forum directed respondent SDO to provide the consumption data for the last 3 years in respect of old meter and to date in respect of new meter, confirm whether the reading was taken manually or through CMRI and provide the screen short of the last meter reading taken/retrieved. Physically verified the site and report on abnormality of meter reading during the short span of 25 days within 15 days. Now to come on next date of hearing on 13.04.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson