

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM 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 / 3693/ 2021
DATE OF INSTITUTION	06.08.2021
DATES OF HEARING	12.08.2021

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

Present:

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

In the matter of complaint of Sh. Dharampal Saini, M/s GTL Nara Structure Ltd. TarakhaUchana, Distt. Jindregarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present(ThroughVC)

For Respondent

RespondentSDO(Through VC)

Interim Order

Sh. Dharampal Saini, M/s GTL Nara Structure Ltd. TarakhaUchana, Distt. Jindhas an electricity connection bearing account no. 4712461000 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 March 2021 amounting to Rs. 392337/- showing MF as 3 whereas simple 3 phase whole current meter having MF 1 was installed. Before that respondent Nigam was issuing bills on average basis without reading. During 6/2021 meter was replaced due to fault. He approached many times in the office of respondent's office for correction of MF and issuing the bill on actual reading basis 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 12.08.2021 at Jind for hearing of the case.

Proceedings were held on 12.08.2021. Complainant and respondent SDO were present through VC. Respondent SDO submitted his reply vide no. 1304 dated 12.08.2021 stating that MCO has been effected on dated 07.07.2021 as per the request of the complainant due to block of meter being burnt. He further stated that MF of the meter was 1 but it was wrongly entered as MF 3 same will be corrected and rectified bill be issued very soon. Forum directed respondent SDO to furnish his detailed reply after overhauling the complainant account as per actual reading and correction of actual MF of the meter within 15 days. Now to come on next date of hearing on 14.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson