

	<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&15.01.21

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN(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

Present

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. Now to come on next date of hearing on 10.02.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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CASE NUMBER	DH / CGRF / 3354/ 2020
DATE OF INSTITUTION	29.12.2020
DATES OF HEARING	15.01.2021

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

Present:

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

In the matter of complaint of president of M/s Jai Durga Education Society,Rohtak Road Jind regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, Safidon
 SDO/OPERATION, DHBVN, Safidon

..... Respondents

Appearance:

For Complainant Present

For Respondent Present

INTERIM ORDER

President of M/s Jai Durga Education Society, Rohtak Road Jind has an electricity connection bearing account no. 2046061000 under SDO (OP) S/Divn. DHBVN, Safidon. The Forum has jurisdiction to hear the complaint.

Complainant has filed the complaint stating that the bill issued in the month of 8/2020, the respondent Nigam has charged Rs.219514/- as Sundry charges, which was wrong. They approached the office of respondent office, but no action to waive the said amount is taken as yet. As such they requested the Forum to redress their 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 15.01.2021 at Hisar for hearing of the case.

The proceedings were held on 15.01.2021 at Hisar. Representative of complainant as well as the SDO were present. SDO (OP) submitted reply vide memo. no. Nil dated 15.01.2021 stating that complainant applied for new connection for 21 kW. Deposit estimate of Rs.345527/- was sanctioned by SE op Jind vide estimate No. JOC-509/2019-20. Applicant opted execution of work under self-execution Scheme, accordingly Rs.118363/- in lieu of 1.5% supervision charges, Cost of Poles and Conductors were deposited from the firm and allowed to execute the work under self Execution Scheme. Audit Party during his routine audit raised an Half Margin vide book No. 2019/181/51 dated 18.06.2020 and charged Rs.219514/- as differential cost as the consumer's request for self execution scheme was without signature and no bills were available in the case file of the consumer. In the instant case, as the consumer opted for self execution scheme, as such detailed case for dropping of said Half-Margin referred to CE/Comml, Hisar through XEN/SE vide SEOP Circle Jind memo No. Ch-165/HM/BC-8/20202-21. The approval is pending as yet. Copy of HM/Estimate/Complainant's request/Invoice and memo of this office/XEN/SE are placed on record.

Forum directed to respondent SDO to pursue with appropriate authority for dropping of said Half Margin being it has no merits. Allowed complainant to pay only current dues. No Coercive action be taken till the disposal of the case. Now to come on next date of hearing on 10.02.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson