

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3050 / 2020
DATE OF INSTITUTION	15.06.2020
DATES OF HEARING	21.07.20, 28.7.20,21.08.20, 22.9.20, 22.10.20, 29.10.2020, 23.11.2020 & 24.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
NARESH KUMAR MEHTA	MEMBER ACCOUNTS

In the matter of complaint of Sh. Mukesh Kumar S/o Sh. Murari Lal, Mohindergarh Road,
Kanina regarding wrong billing

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Mohindergarh
SDO (OP) S/Divn., DHBVN, Kanina

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Mukesh Kumar S/o Sh. Murari Lal, Mohindergarh Road, Kanina is a consumer of DHBVN bearing an account no. KN24KNHT0005 under SDO (OP) S/Divn., DHBVN, Kanina, The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that wrong bill had been issued to him by charging Rs.719000/- on account of extension of load. 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 21.07.2020 at Rewari for hearing of the case.

Proceedings were held on 21.07.2020 at Rewari. The complainant and respondent SDO were present. SDO submitted reply vide memo. no. 574 dated 15.06.2020 stating therein that with regard to charging of said amount, the complainant had already filed a court case in the court of CJ (JD) Kanina. During hearing, it was informed by the Forum to the complainant that it had no jurisdiction to hear the case which was already pending before any court of law. In response, the complainant agreed to withdraw court case filed in the court of CJ (JD) Kanina within a day or two. Now to come on next date of hearing on 28.07.2020 at Gurugram to decide the jurisdiction of Forum to hear the complaint in case the complainant withdraws the case from the court of law.

Proceedings were held on 28.07.2020 at Gurugram. The complainant was present but none was present from respondent SDO. Complainant submitted copy of order dated 24.7.2020 of CJ(JD)-cum-JMIC, Kanina wherein present suit filed by the complainant against respondent Nigam was dismissed as withdrawn. Forum directed respondent SDO to come up with relevant details on the next date of hearing. The proceedings were held on 21.08.2020 at Rewari. The complainant and respondent SDO were present. Respondent SDO did not submit detailed facts, however, in his earlier reply submitted vide memo. no. 574 dated 15.06.2020 he stated that the complainant had applied for EOL from 200 KWH (222 KVAH) to 450 KWH (500 KVA) which was sanctioned by SE (OP) Narnaul on 17.5.2012 for an estimated amount of Rs.785538/-. Accordingly, a demand notice was issued to the complainant for Rs.66386/- (share cost) which was deposited by him vide BA-16 no. 365/6652 dated 6.11.2012. Later on, a half margin no. 34/72 dated 14.08.2013 as per sales circular no. 26/2011 was framed by the audit party according to which the total cost of estimate i.e. Rs.785538/- was to be got deposited from the complainant instead of only the share cost of Rs.66386/-. The complainant has not yet deposited the said amount. Further as per record of Sh. Jitender Kumar JE, Rs.694285/- were incurred on the execution of work of bifurcation of City feeder excluding the meter penal cost. Meter panel was purchased by the complainant. 11kV City-1 feeder was bifurcated due to complainant's extension of load. During hearing, the forum observed that SDO as well as CA of the subdivision were not aware of the facts. Therefore, the Forum directed the respondent SDO to furnish following information/document:

1. Detail/formula for calculation of share cost of Rs.66386/-.
2. Copy of estimate of Rs.785538/- and reason for preparation of estimate.
3. Detail of ACD & Service Connection Charges before & after extension of load.
4. Date of commissioning of both the feeders.

5. No. of HT/LT connections/load on the feeder before bifurcation and at present on both feeders.
6. Date of effecting the EOL of complainant and commencement of both feeders.
7. The matter would now come up for hearing on the next date on 22.09.2020.

Proceedings were held on 22.09.2020 where in SDO Kanina submitted on record different details as per directions given in the previous hearing. The respondent SDO was asked to place on record the copy of Audit Para raised and also to place on record the norms issued by the Nigam for bifurcation of 11 kV feeder and whether the then conditions of City Feeder had already warranted the bifurcation of feeder or the extension of load by the complaint only warranted the bifurcation of the feeder. The SDO said that he had only placed on record what was available in the office record and that he would require some more time to reply to the queries raised during the hearing. The request accepted and the case would now come up for hearing on the next date i.e. 22.10.2020.

Proceedings were held on 22.10.2020. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo. no. 3294 dated 19.10.2020 stating that point wise reply along with complete consumer case had been submitted on 22.9.2020 during last hearing. Forum was not satisfied and his casual approach was viewed seriously, as such, directed to submit point wise reply to the queries raised. No coercive action be taken till decision of the case. Now to come up for hearing on the next date i.e. 27.10.2020 at Gurugram.

Proceedings were held on 27.10.2020 at Gurugram. Complainant was not present but respondent SDO was present. Respondent SDO submitted reply which was not in consonance with the queries raised by the Forum. Forum observed that SDO was not able to reply, as such, directed XEN (OP) M. Garh to submit the reply accordingly.

Proceedings were held on 23.11.2020 at Rewari. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 3508 dated 4.11.2020 stating that before EOL of the complainant, 11 kV City feeder was having total load of 7511 kVA & Max. load 260 Amp. (on 25.11.2012). After EOL, total load on the said feeder would be 7511+278 kVA and max. load 260+14.69 amp. Voltage drop measured and found that it was 26.13% which was more than 6%. Hence, a proposal was made to bifurcate City feeder. Accordingly, deposit estimate was framed. After bifurcation into City I and City II feeders, the max. load on 11kV City feeder-1 was 160 Amp. and on City feeder-2 was 50 Amp. Respondent SDO also informed that XEN (OP) Mohindergarh was out of station, hence, he could not appear, as such, requested for another date. Forum directed respondent Xen. (OP) M.garh to ensure appearance on next date of hearing along with detailed reply. Now

Proceedings were held on 24.12.2020 at Rewari. Complainant was present but respondent SDO was not present. Xen. (OP) M'garh could not appear due to Member Parliament visit in the area, therefore, requested telephonically for another date to submit detailed reply. Request allowed. Now to come up for hearing on the next date i.e. 25.01.2021.

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
CHAIRMAN.



**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, SCETOR 16, IDC AREA, GURUGRAM
(website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)**

CASE NUMBER	DH / CGRF / 3135 / 2020
DATE OF INSTITUTION	24.08.2020
DATES OF HEARING	22.09.2020, 22.10.2020, 23.11.2020&24.12.20

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
NARESH KUMAR MEHTA	MEMBER ACCOUNTS

In the matter of complaint of Sh. Ram Phal, Sarpanch, Gram Panchayat, Chitadungra, Rewari regarding shifting of line.

.....Complainant/Petitioner

Vs.

XEN (P) Divn. DHBVN, Rewari
SDO (OP) S/Divn., DHBVN, Pali Gothra

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

None of respondents.

INTERIM ORDER

Sh. Ram Phal, Sarpanch, Gram Panchayat, Chitadungra, Rewari has been the consumer of DHBVN under SDO (OP) S/Divn., Paligothra. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his village is covered under the scheme MGJG and he pursued for bifurcation of RDS & AP feeder, replacement of old deteriorated cable and shifting of line passing over the residential area etc. but no action has been taken so far. 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 22.09.2020 at Rewari for hearing of the case.

Proceedings were held on 22.09.2020 at Rewari. The complainant and respondent SDO were present. SDO submitted reply vide memo.no. 1674 dated 31.08.2020 stating that route of line was not available to bifurcate the feeder. Replacement of cable/iron pole work would be carried out in near future. So far as removal of the line passing over residential area was concerned, deposit estimate was required. Complainant was not satisfied with the reply of respondent SDO. Forum directed XEN (OP) Dharuhera to verify the facts and submit detailed report being multiple issues involved in the complaint.

Proceedings were held on 22.10.2020 at Rewari. The representative of complainant was present but none was present from respondent SDO. XEN (OP) Dharuhera telephonically assured that he would submit the detailed findings of case within next ten days. Forum directed XEN (OP) Dharuhera to submit his report as assured.

Proceedings were held on 23.11.2020 at Rewari. The complainant and representative of respondent SDO were present XEN (OP) Dharuhera did not attend the hearing being out of station. However, he telephonically assured for submission of detailed findings of case within next ten days. Forum directed XEN (OP) Dharuhera to submit his report as assured within ten days with a copy to the complainant.

Proceedings were held on 24.12.2020 at Rewari. Neither the complainant nor the respondent SDO was present. XEN (OP) Dharuhera did not attend the hearing being deputed on duty on Kisan Andolan by local administration. Therefore, requested telephonically for another date. Request allowed. Come up on next date of hearing on 25.01.2021.

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
CHAIRMAN



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-
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HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)**

CASE NUMBER	DH / CGRF / 3204 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	22.10.2020, 23.11.2020 & 24.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
NARESH KUMAR MEHTA	MEMBER ACCOUNTS

In the matter of complaint of Sh. Surender Kumar S/o Sh. Chander Shekhar, Moti Nagar, Narnaul regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Narnaul.
SDO (OP) City S/Divn., DHBVN, Narnaul

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Not Present

INTERIM ORDER

Sh. Surender Kumar S/o Sh. Chander Shekhar, Moti Nagar, Narnaul has been the consumer of DHBVN bearing account no. 4037600000 under SDO (OP) City S/Divn., Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his meter was replaced with new one on 8.12.2018 but since the replacement of meter, bill had been issued on the basis of old meter reading. On 31.1.2020, he applied for permanent disconnection and the same was effected on the same date but till date, bills were being issued. He 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 22.10.2020 at Rewari for hearing of the case.


Proceedings were held on 22.10.2020 at Rewari. The complainant was present but none from respondent SDO was present. However, respondent SDO informed telephonically that the complaint of the complainant was genuine and assured for resolution very soon. Complainant was present who stated that he was ready to pay genuine outstanding dues on issuance of the correct bill. Forum directed respondent SDO to take action as assured.

Proceedings were held on 23.11.2020 at Rewari. Neither the complainant nor the respondent SDO were present. Non appearance of respondent SDO during last two hearings is viewed seriously. Forum directed respondent SDO to take action as assured telephonically and come on next date of hearing personally to apprise facts to the Forum.

Proceedings were held on 24.12.2020 at Rewari. Neither the complainant nor the respondent SDO were present. However, informed telephonically that issue is pending with CBO Hisar. Non appearance of respondent SDO during last three hearings was viewed seriously. Forum directed respondent SDO to take action as assured telephonically and come on next date of hearing personally to apprise facts to the Forum. To come up on next date of hearing on 25.01.2021.

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
CHAIRMAN

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3230 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	22.10.2020, 23.11.2020 & 24.12.2020

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
NARESH KUMAR MEHTA	MEMBER ACCOUNTS

In the matter of complaint of Sh. Krishan Singh Yadav S/o Sh. Paras Ram R/o 683/1, Deswal Complex, Jhajjar regarding release of AP connection.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Kosli.
SDO (OP) S/Divn., DHBVN, Kosli.

..... Respondents

Appearance:

For Complainant Present

For Respondent Present

INTERIM ORDER

Sh. Krishan Singh Yadav S/o Sh. Paras Ram R/o 683/1, Deswal Complex, Jhajjar has been the consumer of DHBVN under SDO (OP) S/Divn., Kosli. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for AP connection vide application no. R37-1218-466 in his field at village Nehrugarh Tehsil Kosli and remitted the estimated cost of Rs.141020/- on 26.08.2020 along with all usual formalities but, connection has not been released so far. 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 22.10.2020 at Rewari for hearing of the case.

Proceedings were held on 22.10.2020 at Rewari. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted reply vide no. 1141 dated 21.10.2020 stating that detail of all the applicants who purchased motor from open market and deposited full estimated cost were sent to higher authorities for deciding the matter. Now, further action will be taken as per latest instructions circulated by CE/Commercial, DHBVN, Hisar vide memo.no. Ch-190/SE/C-94/2004/Vol.III dated 16.10.2020 copy of which has been placed on record. Forum directed respondent SDO to confirm whether the complainant had completed all formalities required as per instructions and will the connection be released as per his seniority? To come up on next date of hearing on 23.11.2020.

Proceedings were held on 23.11.2020. The complainant argued that since he had purchased the motor from open market as per demand notice and instructions issued by the Nigam, how could the Nigam now refuse to accept the motor and insist to re-purchase the motor from the Nigam's authorized company. The respondent SDO admitted that his office had indeed asked the complainant to purchase the motor but since the Nigam later decided not to accept the motors purchased by the consumers, the connection of the complainant could not be released. Forum asked the SDO that since the latest instructions of the Nigam have paved the way for reconsideration of such cases, then why the complainant's connection was not being considered for release by his office. On the facts placed before the Forum by the complainant and the Nigam and the arguments which took place before the Forum, SDO is directed to consider the complainant's case as per the latest instructions and accept the motor which has already been purchased by the complainant. However the complainant is also directed to arrange for inspection of the said motor at his own cost in presence of Nigam's officer to prove the authenticity and quality of the motor which he claims to have purchased from Crompton Greaves dealer.

Proceedings were held on 24.12.2020. Complainant and respondent SDO were present. Respondent SDO was directed to depute the representative for inspection of the said motor to prove the authenticity and quality of the motor which complainant claims to have purchased from Crompton Greaves dealer. Now to come on next date of hearing on dated 25.01.2021.

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
CHAIRMAN

	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, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3257/ 2020
DATE OF INSTITUTION	23.10.2020
DATES OF HEARING	23.11.2020 & 24.12.2020

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
NARESH KUMAR MEHTA	MEMBER ACCOUNTS

In the matter of complaint of Sh. Basti Ram S/o Sh. Bhoop Singh Village Janti, Post Jant, Tehsil & Distt. Rewari regarding replacement of old & deteriorated Poles and lines

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Riwari.
SDO (OP)Sub Urban S/Divn., DHBVN, Riwari

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh Basti Ram S/o Sh. Bhoop Singh Village Janti, Post Jant, Tehsil & Distt. Rewari has been the consumer of DHBVN bearing account no. Kh51-659A & Kh-51-0173A under SDO (OP) Sub Urban S/Divn., Riwari. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he has a tubewell connection in his name, around 40 years old but the poles and lines are in very deteriorated conditions that need replacement to avoid any accident. He approached the Respondent office/Xen/SE office for resolution of his grievance but no action has been taken so far. He 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 23.11.2020 at Rewari for hearing of the case.

Proceedings were held on 23.11.2020 at Rewari. Both complainant and respondent SDO were present. Respondent SDO did not submit reply but he assured that grievance of the complainant would be resolved within next 20 days as the estimate of said work has already been framed. Forum directed the respondent SDO for compliances as assured and submit his reply on next date.

Proceedings were held on 24.12.2020 at Rewari. Both complainant and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 4330 dated 24.12.2020 stating that the estimate bearing no. SVR-344/2020-21 has been approved and SJO No.28/3495 dated 9.12.2020 has also been handed over to the area in-charge named Sh. Karam Singh, JE. The work will be executed very soon on availability of labor. Complainant argued that respondent SDO is delaying the work for one or other reason. Forum directed the respondent SDO to visit the site personally in the presence of the complainant and compliances be reported to the Forum within seven days thereafter. Now to come up on next date of hearing on 25.01.2021.

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
CHAIRMAN



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, SCETOR 16, IDC AREA, GURUGRAM
(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3254 2020
DATE OF INSTITUTION	22.10.2020
DATES OF HEARING	23.11.2020 & 24.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
NARESH KUMAR MEHTA	MEMBER ACCOUNTS

In the matter of complaint of Sh Inder Singh, House No.665 Village Kayasthwara Tehsil & Distt. Rewari regarding wrong billing

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Rewari.
SDO (OP) City2 S/Divn., DHBVN, Rewari

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Inder Singh, House No.665 Village Kayasthwara, Tehsil & Distt. Rewari has been the consumer of DHBVN bearing account no. 673650000 under SDO (OP) City 2 S/Divn., Riwari. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that the bills issued during August / September 2020 for Rs. 130229/- & 141834/- respectively were abnormally high and wrong though he had been paying his bills regularly. He approached the Respondent office for resolution of his grievance but no action has been taken so far. 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 23.11.2020 at Rewari for hearing of the case.

Proceedings were held on 23.11.2020 at Rewari. Both Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 2447 dated 23.11.2020 stating that bill for the month of August 2020 was issued on the basis of wrong punching of wrong kVAh reading. Actual kVAh reading would be retrieved from the M&P Lab and the complainant's account would be overhauled on the basis of actual kVAh reading within next 20 days. Forum directed respondent SDO to make the compliances as assured.

Proceedings were held on 24.12.2020 at Rewari. Complainant was not present but respondent SDO was present. Respondent SDO submitted reply vide no. 2732 dated 23.12.2020 stating that as per directions of the Forum, meter was got checked from the M&P Lab and the complainant's account has been overhauled on the basis of actual kVAh vide SC&AR No. 253/R-88 and Rs.111761/- are refundable. But, due to binder initiation, adjustment is pending as yet. Forum directed respondent SDO to get rectified the bill and get delivered to the complainant within fifteen days. Now to come up on next date of hearing on 25.01.2021.

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
CHAIRMAN

	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, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3309 2020
DATE OF INSTITUTION	26.11.2020
DATES OF HEARING	24.12.2020

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
NARESH KUMAR MEHTA	MEMBER ACCOUNTS

In the matter of complaint of Sh Hari Singh S/o Sh. Chander Singh Village Saban Tehsil Bawal Distt. Rewari regarding wrong billing

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Dharuhera.
SDO (OP) S/Divn., DHBVN, Bawal

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Hari Singh S/o Sh. Chander Singh Village Saban Tehsil Bawal Distt. Rewari has been the consumer of DHBVN bearing account no. TS1D-0200 under SDO (OP) S/Divn., Bawal. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that the respondent Nigam issued bill for Rs.101463/- during Oct., 2020 for the reading of 13404 units which was abnormally high and wrong. He approached the Respondent office for resolution of his grievance but no action has been taken so far. 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 24.12.2020 at Rewari for hearing of the case.

Proceedings were held on 24.12.2020 at Rewari. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 2764 dated 23.12.2020 stating that the meter of the complainant was replaced vide MCO NO.04/5748 dated 15.07.2020 effected on 18.07.2020 being dead stop. After replacement, reading was found recorded in the meter as 17927 kWh. As such, bill of the complainant was generated on the basis of recorded consumption. Further, he stated that the complainant had filed a case before hon'ble court of Sh. Aman Deep, Civil Judge, Jr. Divn., Bawal. Complainant stated that he will withdraw court case. Forum directed respondent SDO to provide consumption detail from date of connection to date and also to get the replaced meter tested from Lab. and submit M&P report of and retrieved reading for the period as max. as possible. Complainant was also directed to withdraw his case from civil court if he wanted the Forum to consider his complaint and submit withdrawal report to respondent SDO within 15 days. Now to come up on next date of hearing on 25.01.2021.

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
CHAIRMAN

	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, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3318 2020
DATE OF INSTITUTION	04.12.2020
DATES OF HEARING	24.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
NARESH KUMAR MEHTA	MEMBER ACCOUNTS

In the matter of complaint of Dr. Pankaj Prashar, Om Hospital, Singhana Road, Narnaul regarding wrong billing

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Narnaul.
SDO (OP) City S/Divn., DHBVN, Narnaul

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

None of respondent SDO

INTERIM ORDER

Dr. Pankaj Prashar, Om Hospital, Singhana Road, Narnaul has been the consumer of DHBVN bearing account no. 3270575689 & 1810017132 under SDO (OP) City S/Divn., Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein his mobile no. 9896168999 was registered with wrong account no. 5797000000 under Barwala Sub Division. Due to this, wrong message for bill payment received and I made the payment for Rs.661/- through online. He approached the Respondent office for deletion of my mobile no. from said account and refund of Rs.661/- but no action has been taken so far. 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 24.12.2020 at Rewari for hearing of the case.

Proceedings were held on 24.12.2020 at Rewari. Neither the complainant nor the respondent SDO was present. Respondent SDO submitted reply vide no. 1199 dated 28.12.2020 through mail stating that communication was made with (OP) S/Divn., Barwala for removal of complainant's mobile no. from said account. Forum directed respondent SDO to follow up the matter with SDO (OP) Barwala till deletion of complainant's mobile no. with said account and charging of Rs.661/- to the account holder and get the complainant's both account nos. registered with said mobile no. and necessary credit of Rs.661/- be also allowed. Now to come up personally on next date of hearing on 25.01.2021.

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
CHAIRMAN