



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)

Case No. DH/CGRF- 3154/2020
Date of Institution: 31.08.2020
Date of Hearing: 18.09.2020 & 20.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint Sh. Narinder Singh S/o Sh. Harnam Singh R/o Mall
Godam Road, Sirsa regarding wrong Billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Respondent SDO

PROCEEDINGS

The complainant of Sh Narinder Singh S/o Sh. Harnam Singh R/o Mall Godam Road, Sirsa has an account no.4953280000 under SDO (OP) IA S/Divn., DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that respondent SDO had sent a wrong bill by charging of Rs.109339 on the basis of KVAH Reading whereas the meter installed at his premises did not have any such facility of recording the reading in KVAH. He had approached to the respondent SDO office. But no action was taken. 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 18.09.2020 at Sirsa for hearing of the case.

The proceedings were held at Sirsa on 18.09.2020. Both complainant and respondent SDO were present. Respondent SDO submitted his reply vide No.3238 dated 17.09.2020 stating therein that meter of the complainant was referred to M&T Lab and as per report received vide no. 1278 Dt.22.08.2019, his account had been overhauled according to Sale Circular D-25/2017, since reading was not visible and all the parts of meter were burnt. Rs.106517/- were charged vide SC&AR No. 273/R-172. Copy of M&T Report, LL-1 and Calculation sheet of charged amount has been placed on record

. Forum directed the respondent SDO to provide the instruction under which charging were made as per the formula "sanctioned Load x Demand Factor x No. of working Hours per day x nos. of Days in a month x month" and Consumption data of Last one year of old replaced meter and also of the new meter till date, within 10 days.

The proceedings were held at Sirsa on 20.10.2020. Both complainant and respondent SDO were present. Respondent SDO requested for another date for submission of detailed reply. Requested allowed. Now to come on next date of hearing on 19.11.2020

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF- 3124/2020
Date of Institution: 17.08.2020
Date of Hearing: 18.09.2020 & 20.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint Sh. Kamaljeet Singh S/o Sh. Hari Singh R/o Gali Geeta
Bhawan Wali, Sirsa regarding wrong Billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Respondent SDO

PROCEEDINGS

The complainant of Sh.Kamaljeet Singh S/o Sh. Hari Singh R/o Gali Geeta Bhawan Wali, Sirsa has an account no. 8835570000 under SDO (OP) IA S/Divn., DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that respondent SDO has sent a wrong bill by charging of Rs.45981 as per sale circular no. 25/2017. He had approached the respondent SDO office. But no action was taken. 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 18.09.2020 at Sirsa for hearing of the case.

The proceedings were held at Sirsa on 18.09.2020. Both complainant and respondent SDO were present. Respondent SDO submitted his reply vide No.3240 dated 17.09.2020 stating therein that meter of the complainant had got stolen & FIR had been registered vide FIR No. 13238065790 Dt.14.10.2019. The new meter was installed after checking Report vide LL-1 no. 11/756 Dated 16.10.2019. He further stated that, complainant's account was overhauled in view of sale Circular D-25/2017 and Rs.45981/- were charged vide SC&AR No.17/R-172 through CBO. Copy of FIR,LL-1 and Calculation sheet of charged amount placed on record

Forum directed the respondent SDO to provide the instruction under which charging were made as per the formula "sanctioned Load x Demand Factor x No. of working Hours per day x nos. of Days in a month x month" and Consumption data of Last one year of old replaced meter and also of the new meter till date, within 10 days.

The proceedings were held at Sirsa on 20.10.2020. Both complainant and respondent SDO were present. Respondent SDO requested for another date for submission of detailed reply. Requested allowed. Now to come on next date of hearing on 19.11.2020

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
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Case No. DH/CGRF- 3231/2020
Date of Institution: 14.10.2020
Date of Hearing: 20.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Devi Lal Village Karamgarh PO Sahuwala Distt.
Sirsa regarding wrong Billing.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Divn. DHBVN, Sirsa
SDO (OP) S/Divn., DHBVN, Panjuana

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Respondent SDO

INTERIM ORDER

Sh. Devi Lal Village Karamgarh PO Sahuwala Distt. Sirsa has an account no.T13-SP-18-1178 under SDO (OP) S/Divn., DHBVN, Panjuana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he has single phase domestic connection through AP feeder released during April, 2018. His burnt meter was replaced as per his request during 9/2018. Now, he has received a notice for payment of outstanding dues of Rs.301157/-. On enquiry from office of respondent SDO, he was informed that the meter which was replaced two years ago, has been got checked from M&T Lab., Hisar and the amount outstanding was as per reading reported by M&T Lab., which was wrong. As such, 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 20.10.2020 at Sirsa for hearing of the case.

The proceedings were held at Sirsa on 20.10.2020. Complainant and respondent SDO were present. Respondent SDO submitted his reply vide No.3170 dated 19.10.2020 stating therein that meter of the complainant was replaced vide LL1 no. 44/687 dated 9.9.2018 and sent to M&T Lab., Sirsa for testing. M&T Lab. Sirsa vide memo. no. 1234 dated 13.09.2018 reported that internal parts are totally burnt and reading not visible. In view of lab. report, account of complainant was overhauled. After that SDO M&T Lab., Hisar provided a list of 262 no. meters vide memo.no.453/MT-18 dated 4.11.2019 with the direction for supply of these meters for rechecking. SDO M&T Hisar vide his memo.no.954 dated 28.11.2019 reported that "no abnormality, meter internal circuit burnt and reading taken through Zig" and shown final reading as 39783 units. So, as per the report, Rs.301157/- were charged. During hearing, it was questioned as to why the meters were checked twice from different lab. and after a gap of two years. Forum took up the matter with M&T Lab. Sirsa and it was gathered that M/s Avon Meters Pvt. Ltd. clarified to Xen. M&P Hisar vide letter dated 15.5.2020 that DLMS Zig will read only DLMS meters and old non-DLMS meters cannot be read with this DLMS Zig. Respondent SDO informed that the meter of the complainant was non-DLMS meter. Forum directed respondent SDO to get the meter checked from the firm, the report as submitted by M&T Lab., Sirsa and Hisar being contradictory. Also to submit report along with consumption detail of old replaced meter for entire period and new meter till date. No coercive action be taken till decision of the case. Now to come on next date of hearing on 19.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF- 3232/2020
Date of Institution: 14.10.2020
Date of Hearing: 20.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Dharam Chand Village Shekhupura PO Panjuana
Distt. Sirsa regarding wrong Billing.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Divn. DHBVN, Sirsa
SDO (OP) S/Divn., DHBVN, Panjuana

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Respondent SDO

INTERIM ORDER

Sh. Dharam Chand Village Shekhupura PO Panjuana Distt. Sirsa has an account no.T13-SP-28-1336 under SDO (OP) S/Divn., DHBVN, Panjuana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he has single phase domestic connection. His burnt meter was replaced as per his request during 2/2019. Now, he received a notice for payment of outstanding dues of Rs.378876/-. On enquiry from office of respondent SDO, he was informed that the meter which was replaced two years ago, has been got checked from M&T Lab., Hisar and the amount outstanding was as per reading reported by M&T Lab., which is wrong. As such, 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 20.10.2020 at Sirsa for hearing of the case.

The proceedings were held at Sirsa on 10.20.2020. Complainant and respondent SDO were present. Respondent SDO submitted his reply vide No.3169 dated 19.10.2020 stating therein that meter of the complainant was replaced vide LL1 no. 32/713 dated 14.2.2019 and sent to M&T Lab., Sirsa for testing. M&T Lab. Sirsa vide memo.no. 413 dated 07.03.2019 reported that display of the meter defective and reading not visible. In view of lab. report, account of complainant was overhauled. After that SDO M&T Lab., Hisar provided a list of 262 no. meters vide memo.no.453/MT-18 dated 4.11.2019 with the direction for supply of these meters for rechecking. SDO M&T Hisar vide his memo.no.931 dated 26.11.2019 reported that "no abnormality inside and reading shown on Zig display" and shown final reading as 53678 units. So, as per the report, Rs.378876/- were charged. During hearing, it was questioned as to why the meters were checked twice from different lab. and after a gap of two years. Forum took up the matter with M&T Lab. Sirsa and it was gathered that M/s Avon Meters Pvt. Ltd. clarified to Xen. M&P Hisar vide letter dated 15.5.2020 that DLMS Zig will read only DLMS meters and old non-DLMS meters cannot be read with this DLMS Zig. Respondent SDO informed that the meter of the complainant was non-DLMS meter. Forum directed respondent SDO to get meter checked from the firm, the report as submitted by M&T Lab., Sirsa and Hisar being contradictory. Also to submit report along with consumption detail of old replaced meter for entire period and new meter till date. No coercive action be taken till decision of the case. Now to come on next date of hearing on 19.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
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Case No. DH/CGRF- 3233/2020
Date of Institution: 14.10.2020
Date of Hearing: 20.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Prithvi Singh Village Shekhupura PO Panjuana
Distt. Sirsa regarding wrong Billing.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Divn. DHBVN, Sirsa
SDO (OP) S/Divn., DHBVN, Panjuana

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Respondent SDO

INTERIM ORDER

Sh. Prithvi Singh Village Shekhupura PO Panjuana Distt. Sirsa has an account no.T13-SP-28-1193 under SDO (OP) S/Divn., DHBVN, Panjuana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he has single phase domestic connection. His burnt meter was replaced as per my request during 2/2018. Now, he received a notice for payment of outstanding dues of Rs.80616/-. On enquiry from office of respondent SDO, he was informed that the meter which was replaced two years ago, has been got checked from M&T Lab., Hisar and the amount outstanding was as per reading reported by M&T Lab., which is wrong. As such, 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 20.10.2020 at Sirsa for hearing of the case.

The proceedings were held at Sirsa on 20.10.2020. Complainant and respondent SDO were present. Respondent SDO submitted his reply vide No.3171 dated 19.10.2020 stating therein that meter of the complainant was replaced vide LL1 no. 37/654 dated 22.2.2018 and sent to M&T Lab., Sirsa for testing. M&T Lab. Sirsa vide memo. no. 338 dated 05.03.2018 reported that block of the meter burnt and reading not visible. In view of lab report, account of complainant was overhauled. After that SDO M&T Lab., Hisar provided a list of 262 no. meters vide memo.no.453/MT-18 dated 4.11.2019 with the direction for supply of these meters for rechecking. SDO M&T Hisar vide his memo.no.982 dated 06.12.2019 reported that "no abnormality inside and reading shown on Zig display" and shown final reading as 14497 units. So, as per the report, Rs.80616/- were charged. During hearing, it was questioned as to why the meters were checked twice from different lab. and after a gap of two years. Forum took up the matter with M&T Lab. Sirsa and it was gathered that M/s Avon Meters Pvt. Ltd. clarified to Xen. M&P Hisar vide letter dated 15.5.2020 that DLMS Zig will read only DLMS meters and old non-DLMS meters cannot be read with this DLMS Zig. Respondent SDO informed that the meter of the complainant was non-DLMS meter. Forum directed respondent SDO to get meter checked from the firm, the report as submitted by M&T Lab., Sirsa and Hisar being contradictory. Submit report along with consumption detail of old replaced meter for entire period and new meter till date. No coercive action be taken till decision of the case. Now to come on next date of hearing on 19.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
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