



CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SCETOR 16, IDC AREA, GURUGRAM
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CASE NUMBER	DH / CGRF / 4488/ 2023
DATE OF INSTITUTION	04.05.2023
DATES OF HEARING	09.05.2023, 07.06.2023

BEFORE THE
CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

Present:

ANIL KUMAR VIJ	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL
SUSHILA KUMARI	MEMBER ACCOUNTS

in the matter of Appeal/complaint of M/s Natha Ram Duni Chand,4, Industrial Development Colony, Hisar regarding refund of security amount.

.....Complainant/Petitioner

Vs.

XEN (OP) Division, DHBVN, No. 1, Hisar
SDO (OP) Model Town S/Divn, DHBVN, Hisar

..... Respondents

Appearance:

For Complainant

For Respondent

Present

Representative of SDO

INTERIM ORDER

Sh. Natha Ram, M/s Duni Chand, 4, Industrial Development Colony, Hisar is a consumer of DHBVN bearing account no. 3745820000 (Old A/c No. 1121202UMS440052) under SDO (OP) Model Town S/Divn., DHBVN, Hisar. The Forum has jurisdiction to hear the complaint.

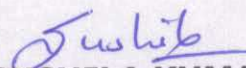
Complainants have filed the Appeal/complaint regarding the order of Circle Forum CGRF, Hisar dated 21.02.2023 stating that PDCO has been made for his old account no. for which he has made the final bill. The ACD amount is Rs. 46930/-. But the Circle Forum has issued the order of refund of ACD for Rs. 19438/-, as the record of the balance ACD is not available with the S/Divn. 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 09.05.2023 at Hisar for hearing of the case.


Proceedings were held on 09.05.2023 at Hisar. The representative of the SDO as well as complainant were present. The S/divn. submitted his reply vide his office memo no. 163 dated 09.05.2023. the S/divn. argued that as per their record available in the office the amount Rs. 19435.98 is refundable as ACD. But the consumer also argued and stated that as per bill ACD amount of Rs. 46935.99 is refundable. He further argued that his connection has already been disconnected and receipt of ACD has been misplaced or lost by the complainant. The Forum observed that the ACD reflected on the bill issued by the DHBVN during the period 01.10.2020 to 07.11.2020 is Rs. 46935.99. The Forum decided to give the direction to SDO to clarify whether the amount shown in the receipt/bill as referred is correct or not and also verify whether the ACD claimed by the complainant is adjustable/refundable or not? The Forum decided to give the next date of hearing i.e 07.06.2023. Both the parties are directed to appear before the Forum on dated 07.06.2023 alongwith detailed reply for their arguments.

Proceedings were held on 07.06.2023. The representative of the SDO and complainant were present. The S/divn. did not submit reply. The Forum observed and decided to give the next date of hearing with the direction to SDO

to be present in person on the next date of hearing so that case can be concluded. The Next date of hearing is 06.07.2023. Both the parties are directed to appear before the Forum on the next date of hearing which is fixed on 06.07.2023.


(SUSHILA KUMARI)
MEMER ACCOUNTS


(RAJ KUMAR)
MEMBER TECHNICAL


(ANIL KUMAR VIJ)
CHAIRPERSON