



CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
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CASE NUMBER	DH / CGRF / 4374-R/GGN/2023
DATE OF INSTITUTION	12.05.2023
DATES OF HEARING	01.06.2023, 09.06.2023, 26.06.2023

**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 complaint of Sh. Bhola Ram, M/S Bansal Cotton Oil & Gen. Mills, Kalanwali, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN (OP) Divn. DHBVN, Dabawali  
SDO (OP) S/D Kalanwali, DHBVN, Sirsa

..... Respondents

Appearance:

For Complainant

Representative on telephone

For Respondent

Not Present

### **INTERIM ORDER**

Sh. Bhola Ram, M/S Bansal Cotton Oil & Gen. Mills, Kalanwali, Sirsa is consumer of DHBVN bearing account no. KIHT-0004 under SDO (OP) S/Divn. Kalanwali, DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

The complaint has been received from the HERC vide memo no. 616 dated 03.05.2023 in complaint no. 4374/GGN/2022 against the order passed by CGRF, DHBVN, Gurugram on dated 27.02.2023 to relook and deciding the prayer of complainant on merit by applying relevant instructions of HERC Regulations/Nigam.

Complainant already raised the issues are again mentioned below :-

- i) Interest on ACD as per the instruction of Nigam.
- ii) The rebate of TOU/TOD incomplete from 2017 to 2019.
- iii) Exemption of MC Tax as unit situated outside Municipal limit and refund of MC tax charged so far.

He has requested 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 31.05.2023 at Sirsa for hearing of the case.

Proceedings were held on 01.06.2023 through V.C at Gurugram. The SDO was present through VC and the Advocate Akshay Gupta was present in person on behalf of complainant. The Advocate argued that the reply had already been submitted by the S/divn. vide his office memo no. 64 dated 10.01.2023. The Forum observed and directed the S/divn. to submit a fresh reply with complete record and calculation on the next date of hearing. Both the parties are directed to appear before the Forum on the next date of hearing. The next date of hearing is fixed 09.06.2023.


Proceedings were held on 09.06.2023 through V.C at Gurugram. The representative of the complainant was contacted telephonically, but the SDO did not pick the phone. As SDO was not present the Forum

decided to give the next date of hearing. Both the parties are directed to appear before the Forum on the next date of hearing. The next date of hearing is fixed on 26.06.2023.

Proceedings were held on 26.06.2023 through V.C at Gurugram. The representative of the complainant was contacted telephonically. The SDO was also contacted through telephone but he did not pick up the phone and neither replied later on. He was contacted many times, but did not respond. The Forum observed and decided to give the next date of hearing. The next date of hearing is 26.07.2023. Both the parties are directed to appear before the Forum on the next date of hearing i.e 26.07.2023.

  
**(SUSHILA KUMARI)**  
**MEMBER ACCOUNTS**

  
**(RAJ KUMAR)**  
**MEMBER TECHNICAL**

  
**(ANIL KUMAR VIJ)**  
**CHAIRPERSON**