



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 / 4540 / 2023
DATE OF INSTITUTION	10.07.2023
DATES OF HEARING	27.07.2023

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 M/S IGL, BSNL Office, Near Rajesh Pilot Chowk, Sec-19,
Rewari regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

M/S IGL, BSNL Office, Near Rajesh Pilot Chowk, Sec-19, Rewari is a consumer of DHBVN bearing account no. 4164481000 under SDO (OP)S/D Dharuhera, DHBVN, Rewari. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that a Notice had been served to us for Rs. 9751464/- against half margin raised by the Audit Party as penalty due to Faulty meter. They have been billed on average basis since Nov. 2020 for the same. They have requested respondent office for correction of bill for the said error. But after assurance given by the respondent office, no action has been taken so far. They have 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 27.07.2023 at Rewari for hearing of the case.

Proceedings were held on 27.07.2023 through V.C. The SDO as well as complainant connected through telephonically. SDO submitted his reply vide his office memo no. 4391 dated 25.07.2023 stated that :-

"that a HT NDS connection of M/S Indraprastha Gas Limited (IGL) *vill- Rajpura, dharuhera* bearing Account No. 4164481000 having S.L. - 100 KW, is running under S/Divn. Dharuhera. In the complaint made before CGRF, the consumer stated that a *Half Margin* 67/2022 dt. 09/03/2023 amounting 97,51,464/- has been charged in consumer account against zero consumption bill. The zero consumption bill was generated since releasing of his connection till 03/2023. As per office record M/S IGL has applied for EOL from 10 KW to 100 KW vide A&A No. R41-12I9-225 dl. 23/12/2019. After compliance of Nigam formality the connection got released on dt. 24/02.2020 by operation team as per DHBVN Sale Circular D-22/20J4 &D-I/2019 1 & intimation was sent to Xen M&P, DHBVN Bhiwani for regularize this HT connection vide this 1 office memo no. 6208 dt. 24/03/2020. Since covid was running at the time of releasing of this I connection, so the connection was released by operation team and intimation was sent to Xen M&P DHBVN. Bhiwani for regularizing the connection. After releasing of this connection billing It has been started against account no. 4164481000.. The Consumer bill was generated on zero consumption basis and only fixed charges has been charged in consumer account. Intimation was sent by this office to Xen M&P Bhiwani vide memo no. 5686 dt. 05.09.2022 for zero consumption bill against this account and for periodical checking. After that an half Margin (Provisional) has been pointed out by audit team against above said A/C No. 4164481000 amounting 9751464/- for zero consumption. Accordingly notice has been served by this office to consumer vide memo no.1395 dt. 14.03.2023. An intimation was again sent to M&P Bhiwani for periodical checking and for Zero Consumption against above said account was sent by this office along with Half Margin vide memo No. 1393 dt. 14.03.2023. M&P team visited the premises and regularizes the connection on dt. 15.05.2023 and found that the CTs was in open position. Due to which the meter was not recording the consumption. So this office charged the half margin amount in consumer

account. Since the consumer electricity bill has been generated on zero consumption (Zero SOP) basis from date of releasing of this connection i.e. 24/02/2020 till 03/2023.

The complainant also submitted his reply which is given below :-

"M/s Igl have electricity connection at CGS Rajpura village having account no. 4164481000. Previously 10 Kw load was sanctioned as per requirement of IGL since and average bill we were receiving at said load was Rs. 16000/- which we were paying on time.

Later, due to increase in demand a request has been made by M/s IGL for increase in load from 10 Kw to 100 kw in Dec 2019 which was later accepted by DHBVN and sanction load was increased from 10 kw to 100 kw in march 2020 but commissioning of meter was not done by DHBVN as we were not provided any commissioning report for the installed meter.

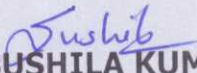
Later, In July 2021 we came to know that we were receiving average bill for the said connection as there was constant reading observed in each bill and nobody was visiting our premises for capturing reading of meter, so we raised the issue to concerned DHBVN official through verbal communication but no action was taken in this regard. Subsequently a written complaint was raised in the name of SDO dated 24.12.2021 to rectify the matter but no heed was paid.

In March 2023, audit team visited at CGS Dharuhera and raised half margin amount of approx. 9751464/- After audit visit a team of DHBVN has commissioned meter dated 15.05.2023 since than we have received two electricity bills having average amount of 44000/-.


In view of above, it is understood that fault attributed to DHBVN and irrelevant amount is being imposed on IGL without any reason.

So it is requested you to kindly generate pending bills on the basis of bill received after meter commissioning i.e after 15.05.2023 instead of taking maximum consumption."

Both the parties requested for next date of hearing. The Forum observed and 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 16.08.2023.


(SUSHILA KUMARI)
MEMER ACCOUNTS


(RAJ KUMAR)
MEMBER TECHNICAL


(ANIL KUMAR VIJ)
CHAIRPERSON