



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	4558/2023
DATE OF INSTITUTION	22.08.2023
DATES OF HEARING	28.08.2023

**BEFORE THE
CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**

Present:

ANIL KUMAR VIJ	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL
SUSHILA KUMARI	MEMBER ACCOUNTS (ON Leave)

In the matter of complaint of Sh. Pankaj Malik, H.no. 2599, Urban Estate, Jind regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN / OP Divn., DHBVN, Jind
SDO/OP S/Divn., DHBVN, Jind

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Pankaj Malik, H.no. 2599, Urban Estate, Jind is a consumer of DHBVN with account no. 2822320000 under SDO (OP) S/Divn., DHBVN, Jind. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had received a notice of DHBVN vide memo no. 350 dated 06.07.2023 to deposit Rs. 432885/- within seven days. On visiting the S/divn. office it was told that meter has been got checked in lab and final reading shown is 62713 Kwh and the amount will be charged as per final reading, which is wrong. Further he never remained defaulter to deposit his bill and his load is very less. 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 Corporate Forum on 28.08.2023 at Hisar for hearing of the case.

Proceedings were held on 28.08.2023 through VC. The SDO as well as complainant were present on telephone and they argued their case. The S/divn. submitted his reply vide his office memo No. 1153 dated 25.08.2023 and stated that :-

"it is intimated that the electricity meter of the subject cited complainant was packed due to reading not visible vide LL-1 No. 40/10003 dated 04.03.2022 and sent to M&T Lab DHBVN Hisar for checking and final reading. As per the lab report, the final reading i.e. 62713 KWH has been found on the basis of which the account of the consumer has No. been overhauled by the Commercial Back Office DHBVN Hisar. On the basis of charging by CBO DHBVN Hisar, the notice bearing Memo No. 350 dated 06.07.2023 was served to the consumer. The copy of LL-1, lab report, charging and notice are enclosed for your reference please".

The consumer disputed the reply of SDO and claimed that his consumption is very less compared to a sum of Rs. 432885/- claimed by DHBVN from him. He said he had been paying the bill on regular basis and never remained defaulter. SDO (OP) Jind was asked to provide the consumption data of the consumer before and after change of the meter. Both the parties asked for next date of hearing. The Forum agreed and decided to give the next date of hearing. The next date of hearing is 27.09.2023.

(SUSHILA KUMARI)
MEMBER ACCOUNTS
(on leave)

(RAJ KUMAR)
MEMBER TECHNICAL

(ANIL KUMAR VIJ)
CHAIRPERSON