

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3931/ 2021
DATE OF INSTITUTION	27.12.2021
DATES OF HEARING	22.02.2022, 10.03.2022, 30.03.2022, 18.04.2022, 30.05.2022, 08.07.2022, 19.07.2022, 09.08.2022
DATE OF ORDER	16.08.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Narender, Ocus Medley, Sec-99, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP City Divn., DHBVN, Gurugram.
 SDO/OP Sec-37 S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

ORDER

Sh. Narender, Ocus Medley, Sec-99, Gurugram is consumer of DHBVN bearing account no. 4602741106 under SDO (OP) S/Divn., DHBVN, Sector 37, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has been charged the increased tariff from 01 April-2021 to 01 November-2021 on temporary connection account no. 4602741106 vide notice memo no.1730 dated 15 November-2021. As he was not aware about the increased tariff charges and sundry charges amount 1357513/- reflecting in the final bill requesting to waive off the charges levied on him. 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 22.02.2022 at Gurugram for hearing of the case.

Proceedings were held on 22.02.2022. The SDO as well as the complainant was present. The Forum asked the SDO to submit details of the case on the next date of hearing. Now to come up for hearing on 07.03.2022.

Proceedings were held on 10.03.2022. The SDO as well as the complainant was present. The Forum asked the SDO to submit details of the case on the next date of hearing. Now to come up for hearing on 30.03.2022.

Proceedings were held on 30.03.2022. The SDO as well as the complainant was present. The Forum asked the SDO to submit details of the case on the next date of hearing. Now to come up for hearing on 18.04.2022.

Proceedings were held on 30.05.2022. The SDO as well as the complainant was present. The Forum again asked the SDO to submit details of the case on the next date of hearing. Now to come up for hearing on 17.06.2022.

Proceedings were held on 08.07.2022. The SDO as well as the complainant was present. The S/divn. argued that double tariff on the temporary connection consumption after 2 years has been levied as per Nigam's instructions. The complainant argued that when the circular was implemented charging of double tariff their temporary connection had already been disconnected and regular connection has already been released at their site. So they should have not been charged double tariff. The Forum directed SDO to go through the submissions made by the complainant and submit comprehensive reply by the next date of hearing. The next date of hearing is 18.07.2022.

Proceedings were held on 19.07.2022. The complainant as well as the SDO was present. The reply has been submitted by the S/divn. and also the copy of the sales circular has also been attached. The S/divn. was directed to find out from records as to for how much period temporary connection had been released and whether there was any application considered by the S/divn. for further extension of the temporary connection. The complainant was also directed to place on record any application moved for extension of the period beyond the initial period. The next date of hearing is 05.08.2022.

Proceedings were held on 09.08.2022. The complainant as well as SDO was present. On the last date of hearing Forum had directed the complainant to place on record any such application which he might have submitted for extension of temporary connection. The complainant informed that he had not given any such application to the S/divn. The S/divn. also confirmed that no such application was ever received from the

complainant for the extension. The Forum observed that it is a policy matter between the Nigam and the complainant which cannot be decided by the Forum. Therefore, no relief can be given to the complainant on this account and hence the amount charged on account of extension of temporary connection is correctly chargeable.

After going through the record available on file and hearing both the parties, the Forum decided to dispose of the case with no further direction to the SDO. Also, that no relief can be given to the complainant on this account and hence the amount charged on account of extension of temporary connection is correctly chargeable. Case is closed. No cost on either side.

However, complainant is at liberty to file appeal with electricity OMBUDSMAN, HERC, Sector-4, Panchkula if he is not satisfied with the decision of the CGRF.

As required under Haryana State Electricity Regulatory Commission (Forum and Ombudsman) Regulations-2020, the implementation of this decision may be intimated to this office within 30 days from the date of its receipt.

File be consigned to record.

Given under our hands on this day of 16th August, 2022.

(RAJ KUMAR)
Member Technical

(SANJEEV CHOPRA)
Chairperson