

	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 / 4027 / 2022
DATE OF INSTITUTION	23.02.2022
DATES OF HEARING	03.03.2022, 11.04.2022, 01.06.2022, 30.06.2022, 31.08.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Vipin Agarwal, M/S Tiku Ram Gum and Chemicals,
Siwani regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / Operation,S/U, Bhiwani
SDO/Operation, S/Divn.,Siwani, DHBVN, Bhiwani

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Vipin Agarwal, M/S Tiku Ram Gum and Chemicals, Siwaniis consumer of DHBVN bearing account no.4280351000 SDO (OP) S/Divn., DHBVN, Siwani. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that their connection has been connected through independent feeder and as per Nigam's instruction SCC charges are not leviable for the extension of load. They have been forced to deposit the SCC charges, which is illegal and against the regulation. They have requested the respondent SDO many times for refund of SCC charges with interest, but till date they have not received any resolution regarding the same. 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 03.03.2022 at Bhiwani for hearing of the case.

Proceedings were held on 03.03.2022 at Bhiwani. Complainant as well as the SDO was present. The Forum directed SDO to place all the relevant facts on the next date of hearing. Now to come up for hearing on 31.03.2022.

Proceedings were held on 11.04.2022 at Bhiwani. Complainant as well as the SDO was present. The Forum directed SDO to place all the relevant facts on the next date of hearing e.g. copy of the original estimate, service connection charges, extension of load, new service connection charges etc. and the sales circular on the basis of which the service connection charges have been demanded. Now to come up for hearing on 29.04.2022.

Proceedings were held on 01.06.2022 at Bhiwani. Complainant as well as the SDO was present. The Forum again directed SDO to place all the relevant facts on the next date of hearing right from the date of connection e.g. copy of the original estimate, service connection charges, extension of load, new service connection charges etc. and the sales circular on the basis of which the service connection charges have been demanded. Now to come up for hearing on 30.06.2022.

Proceedings were held on 30.06.2022 at Bhiwani. Complainant as well as the SDO was present. The Forum again directed SDO to place all the

relevant facts on the next date of hearing right from the date of connection e.g. copy of the original estimate, service connection charges, extension of load, new service connection charges etc. and the sales circular on the basis of which the service connection charges have been demanded. Now to come up for hearing on 29.07.2022.

Proceedings were held on 31.08.2022 at Bhiwani. Complainant as well as the SDO was present. The Forum again directed SDO to place all the relevant facts on the next date of hearing right from the date of connection e.g. copy of the original estimate, service connection charges, extension of load, new service connection charges etc. and the sales circular on the basis of which the service connection charges have been demanded. Now to come up for hearing on 28.10.2022.

(Raj Kumar)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson