



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
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Case No. DH/CGRF-	4190/2022
Date of Institution:	10.05.2022
Date of Hearing:	20/05/2022, 09/06/2022, 28/06/2022, 18.07.2022, 05.08.2022, 23.08.2022, 09.09.2022

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMER GRIEVANCES**

Present:

Sanjeev Kumar Chopra	Chairperson
Sushila Kumari	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Jio Centre office, Sec-32, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Divn., DHBVN, Gurugram
SDO (OP) S/D South City, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Jio Centre office, Sec-32, Gurugram has an electricity connection bearing account no. 7296660000 under SDO (OP)S/Divn. South City, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have paid the bill amounting to Rs. 40067/- upto 85654 reading. Now he has received bill in the month of 04/2022 of Rs. 408136/- with arrear amount of Rs. 629827/- of 25138 units which he has already paid. 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 20.05.2022 at Gurugram for hearing of the case.

Proceedings were held on 20.05.2022. Complainant as well as the SDO were present. The complainant has raised the issue that an excess amount of Rs. 2 lacs have been charged on wrong half margin charged by the audit. The S/divn.is directed to place on record the complete facts of the case with copy of the half margin and difference of amount which needs to be refunded to the complainant. The next date of the hearing is fixed on 08.06.2022.

Proceedings were held on 09.06.2022. Complainant as well as the SDO were present. The complainant again submitted that the bill which had been corrected earlier was actually not corrected as per the reading. He simply requested that bill be corrected as per the reading. The Forum directed the SDO to find out the record and the basis of the corrections made and to submit detailed reply whether the bill already corrected requires other correction or not. The S/Divn.directed to clarify this matter

and come up with reply on the next date of hearing which is fixed on 28.06.2022.

Proceedings were held on 28.06.2022. The complainant as well as SDO was present. The S/divn.informed that this is a case of charging of Half Margin and it will require further verification from the audit wing and reply will be submitted by next date of hearing which is fixed as 18.07.2022.

Proceedings were held on 18.07.2022. The complainant as well as SDO was present. The Forum directed the S/Divn. to either place on record copy of the half margin or certify that the record is not available. The next date of hearing is 05.08.2022.

Proceedings were held on 05.08.2022. The complainant as well as SDO was present. The S/divn. reported that matter was still pending with the office of Chief Auditor and it will take some more time before the case is settled and requested for another date. The next date of hearing is 23.08.2022.

Proceedings were held on 23.08.2022.The complainant was not present but the SDO was present. The S/divn. reported that matter was still pending with the office of Chief Auditor and it will take some more time before the case is settled and requested for another date. The next date of hearing is 07.09.2022.

Proceedings were held on 09.09.2022. The complainant as well as SDO was present. The S/divn. placed on record the copy of the bill raised in November 2020, which shows that bill had been raised to the complainant against the half margin with the old reading 42215 and the

new reading 80599 which has been raised on the basis that there was consumption of 38384 units. This bill has been paid. The blockage of reading from 42155 to 78902 i.e. blockage of 36687 units on the basis of which they charged an amount of Rs. 269025/-. The complainant argued that when the bill upto a reading of 80599 have already been paid then the charging against the half margin for an amount of Rs. 269025/- should be withdrawn. The forum directed the Sub-Division to submit written reply on the next date of hearing. The next date of hearing is 27.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson