



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)

CASE NUMBER	DH / CGRF / 4342 / 2022
DATE OF INSTITUTION	17.08.2022
DATES OF HEARING	22.08.2022, 21.09.2022

**BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

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

In the matter of complaint of M/S GTL Information, 20/4, 3rd Floor, Palm Court Building
Sukhrali Chowk, Sec-14, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Ballabgarh ,
SDO (OP) S/U S/Divn. ,DHBVN, Ballabgarh

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/S GTL Information, 20/4, 3rd Floor, Palm Court Building Sukhrali Chowk, Sec-14, Gurugram is consumer of DHBVN bearing account no. 1513290000 under SDO (OP) S/U S/Divn., DHBVN, Ballabgarh. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have received a document of amounting to Rs. 683250/- with M.F. penalty. They had received a bill of Rs. 581745/- in the month of May 2022 by charging wrong M.F., which they had already pay on 21/07/2022 to avoid disconnection of electricity supply. Due to this wrong calculation Rs. 476610/- needs to be refunded by DHBVN. 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 22.08.2022 at Faridabad for hearing of the case.

Proceedings were held at Faridabad on 21.09.2022. Complainant as well as the SDO was present. The subdivision reported that report from M&P was still awaited and requested for another date. Now to come up for hearing on 07.10.2022

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson