



**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 / 4373 / 2022
DATE OF INSTITUTION	05.09.2022
DATES OF HEARING	19.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Radhe Shyam, M/S Radhey Shyam, Basai, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP City Divn, DHBVN, Gurugram
SDO/OP S/Divn. Kadipur, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Radhe Shyam, M/S Radhey Shyam, Basai, Gurugram is consumer of DHBVN bearing account no. 2700060000 under SDO (OP) S/Divn. Kadipur, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has applied for a permanent disconnection in the month of January 2022. Connection was disconnected in the month of February 2022 and a bill of Rs. 95675/- issued as a final bill on 09.02.2022. A sum of Rs. 282180/- which was deposited as ACD was informed to be refunded after deducting the final amount. Respondent did not comply with the instructions of the Nigam and not refunded the security ACD amount so far with interest @18% and compensation of Rs. 100/- per day. 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 19.09.2022 at Gurugram for hearing of the case.

Proceedings were held on 19.09.2022. The complainant was present through Sh. Akshay Gupta Advocate the SDO was present. The complainant argued that his meter had been disconnected in the first week of March 2022 but it got entered in the M&P record late due to which the bills were continuously produced and delivered to them. 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