



CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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CASE NUMBER DH / CGRF	4735/2024
DATE OF INSTITUTION	15.07.2024
DATES OF HEARING	09.08.2024

**BEFORE THE
CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**

Present:

ANIL KUMAR VIJ	CHAIRPERSON
REKHA RATHI	MEMBER TECHNICAL
VIJAY GUPTA	MEMBER ACCOUNTS

In the matter of complaint of Sh. Jai Prakash Prop. Vipul Mineral, Narnaul regarding wrong billing.

..... Complainant / Petitioner
Vs.

XEN / OP Divn., DHBVN, Narnaul

SDO/OP S/Divn. City, DHBVN, Narnaul

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

SDO

Sh. Jai Prakash Prop. Vipul Mineral, Narnaul is a consumer of DHBVN with account no. 2036211111 under SDO (OP) S/Divn. City Narnaul, DHBVN, Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that this case was closed by Zonal CGRF vide case no. DH/Zonal CGRF/08 order dt. 20.12.2022 but the complainant was not satisfied with the decision. He has requested the Forum to redress mentioned below points: -

- 1) To modify the order passed by Zonal Forum.
- 2) Direct respondent to pay interest on ACD amount Rs. 1,56,060/- from date of connection till March-2022 with penal interest.
- 3) Direct respondent to pay interest @ 18% on ACD amount 1,56,060/- from March 2022 to Dec-2022 as per HERC regulation 50-2020.

He has requested the Forum to redress his complaint.

The complaint was forwarded to the concerned SDO (OP) City Narnaul, DHBVN, Narnaul for filing the written reply of the Nigam and both the parties were asked to appear before the Corporate Forum on 09.08.2024 at Narnaul for hearing of the case.

Proceedings were held on 09.08.2024 at Gurugram through VC. The SDO as well as representative of complainant were connected through telephonically. The S/Divn. submitted his reply vide his office memo no. dt. Stating that: -

It is submitted that this office having an account no. 2036211111 name Vipul Minerals and load of 45K W. This connection was disconnected on 25/03/2022 as per consumer request and the same PDCO affected in the system in month April of 2022. This consumer approached CGRF earlier in 11/2022. In this complainant was demanding refund of ACD amount, in result of it this office given the ACD amount of Rs. 156010/- to the consumer through a cheque no. 201768 dt. 16/12/2022 and the same cheque had received by consumer on dt. 19/12/2022 and the Hon'ble Forum had given order regarding this complaint on dated 20/12/2022, Now this time this office received a complaint of Sh. Jai Parkash Prop. Vipul Mineral through Hon'ble Forum memo no. Ch-1/Forum-4735/GGN/2024 on dt. 15/07/2024.

It is pertation to mention that the complainant have liberty to file the appeal before Hon'ble Forum but the Hon'ble Forum intertation only those complaint against the order of Zonal Forum where representation is made with in two month form the date of order. In this matter previous order was on dt. 20/12/2022 and now the complainant approach Hon'ble Forum on 15/07/2024. So it is submission of this office to the Hon'ble Forum that is reject this appeal because the consumer approached the Forum after permissible time period for appeal.

Now this office receive a complaint of Sh. Jai Parkash through Hon'ble Forum. In this complaint it has mentioned that:-

- 1) Direct respondent to pay interest on ACD amount Rs. 156010 from date of connection till March 2022 with penal interest.
- 2) Direct respondent to pay interest @ 18% on ACD amount 156010 from March - 2022 to Dec. 2022.

The point wise reply is as below :-

- 1) In the connection of interest on ACD it is submitted that this office has found the detailed of consumer ACD interest from RAPDRP System, in this record it has found that the consumer had been receiving ACD interest since 2017 to 2022, directly in his electricity bill the detail of ACD interest from 2017 to 2022 enclosed and brief detail as below :-

This office also found the record of ACD interest given to this consumer before 2017 which was offline/manual (copy enclosed). The brief detail of the ACD interest already given to the consumer as per office record office record we has not found the detail of remaining years it seems that remaining year ACD interest was given to the consumer but we did not found record of remaining years.

We have ACD amount of consumer Rs. 156010 and his connection has disconnected in m/o March 2022 but the ACD amount refunded to the consumer in the m/o Dec. 2022. This office has discussed this matter with CBO Hisar telephonically after that this office has prepared the interest on this ACD amount for the period from March 2022 to Dec. 2022 @ 4.25% per annum as per S.C. No. D-22/2022. It become Rs. 4972/- This amount will be refunded to the consumer shortly. The total refundable amount to the consumer is 4972/- only. This is for kind information please.

A copy of reply was given to the complainant. The representative of complainant has requested for some time to submit his reply. The Forum directed the representative to submit rejoinder/reply at least 5 days before the hearing. The next date of hearing is fixed for 11.09.2024. Both the parties are directed to appear before the Forum on the next date i.e. 11.09.2024.


(VIJAY GUPTA)
MEMER ACCOUNTS


(REKHA RATHI)
MEMBER TECHNICAL


(ANIL KUMAR VIJ)
CHAIRPERSON