



CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
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CASE NUMBER DH / CGRF	4637 /2024
DATE OF INSTITUTION	09.02.2024
DATES OF HEARING	19.02.2024, 04.03.2024

**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 M/s Shree Energy Developers Pvt. Ltd., Galieria High Street, Sec-82, Village Bhatola, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad
SDO (OP) S/Divn., DHBVN, Kheri Kalan

.....Respondents

Appearance: -

For Complainant: Present.

For the Respondent: Representative of SDO

M/s Shree Energy Developers Pvt. Ltd., Galieria High Street, Sec-82, Village Bhatola, Faridabad is consumer of DHBVN bearing account no. 9553332000 under SDO (OP) S/Divn. Kheri Kalan, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has a permanent electricity connection and his meter was changed on dated 25.06.2022. He has not received any bill from 25.06.2022 to 19.10.2023 (almost 16 months). He has received a bill of Rs. 16,22,486/- @ 14.10 per unit which is wrong. He has visited the S/divn. office for correct his bill but no action has been taken till date. He has requested the Forum to redress his grievance.

The complaint was forwarded to the concerned SDO (OP) S/Divn. Kheri Kalan for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 19.02.2024 at Faridabad for hearing of the case.

Proceedings were held on 19.02.2024 at Faridabad. The SDO as well as complainant were present. The S/divn. did not submit any reply which was taken seriously by the Forum. The SDO requested for some time to submit his reply. The Forum accepted the request and directed the SDO to submit reply regarding details of temporary connection & permanent connection details including (not receiving regular bill during 16 months) 5 days before the next date of hearing to the Forum & complainant. The next date of hearing is fixed for 04.03.2024. Both the parties are directed to appear before the Forum on the next date i.e 04.03.2024.

Proceedings were held on 04.03.2024 at Faridabad. The CA Sham Sunder representative of SDO and complainant both were present.

Neither the SDO was present to attend the hearing nor did he submit any written reply to the Forum even after many telephonic reminders to him. The Forum taken it very seriously. The SE (OP) Circle, DHBVN, Faridabad is directed to call explanation of SDO (OP) Kheri Kalan, DHBVN, Faridabad for failing to attend hearing and to give detailed reply to the Forum before the next date of hearing which is fixed on dt. 20.03.2024. Both the parties are directed to appear before the Forum on the next date i.e 20.03.2024.


(VIJAY GUPTA)
MEMER ACCOUNTS


(REKHA RATHI)
MEMBER TECHNICAL


(ANIL KUMAR VIJ)
CHAIRPERSON