

	CORPORATE 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)
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CASE NUMBER DH / CGRF	4602/2023
DATE OF INSTITUTION	28.11.2023
DATES OF HEARING	20.12.2023

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 Pioneer Sr. Sec. School, Hatt Road, Singhpura, Safidon, Jind regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN / OP Divn., DHBVN, Safidon
SDO/OP S/Divn., DHBVN, Safidon

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

M/s Pioneer Sr. Sec. School, Hatt Road, Singhpura, Safidon, Jind is a consumer of DHBVN with account no. 0689061000 under SDO (OP) S/Divn. Safidon, DHBVN, Jind. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have paid all the bills whichever issued by the DHBVN from March 2020 to January 2022 on the reading taken by the meter reader. Due to doubt of meter defective DHBVN had changed the meter on 25.01.2022 and new meter was installed. That bills sent on reading basis from January 2022 to March 2023 were also paid. But in April 2023 an amount of Rs. 333330/- was added in the bill as sundry allowances. On further inquiry from office, it has been told that due to meter defective period from March 2020 to January 2022 the amount has been added in the bills which is totally wrong as due to Corona the school was partially closed from March 2020 to September 2021. The bills have been accumulated with surcharge and penalty. They have requested the Forum to redress their complaint.

The complaint was forwarded to the concerned SDO for filing the written reply of the Nigam and both the parties were asked to appear before the Corporate Forum on 20.12.2023 at Jind for hearing of the case.

Proceedings were held on 20.12.2023 at Jind Circle. The SDO as well as complainant were present. They argued their case in length. As the complainant have been charged on the basis of average reading from 01.02.2022 to 31.01.2023 for the defective meter period of March 2020 to January 2022, the SDO was directed to submit the details of readings available in the S/divn. for the defective period and the subsequent period. The complainant has requested for relief in view of closure of their school in the year 2020 as directed by the authorities and concerned agencies. The complainant has been directed to submit the official documents for the closure of this school during 2020/2021 and for similar information SDO has been directed to submit any document available with the S/divn. Both the complainant and SDO asked for some time to submit their written reply. So, the next date of hearing is fixed for 15.01.2024. Both the parties are directed to appear before the Forum on the next date of hearing i.e 15.01.2024.


(VIJAY GUPTA)
MEMER ACCOUNTS


(REKHA RATHI)
MEMBER TECHNICAL


(ANIL KUMAR VIJ)
CHAIRPERSON