

 DHBVN	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	4608/GGN/2023
DATE OF INSTITUTION	06.12.2023
DATES OF HEARING	11.12.2023

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 Sh. Vipin Agarwal, M/s Tiku Ram Gum & Chemical Pvt. Ltd., Siwani regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Divn., DHBVN, Bhiwani
SDO/OP Siwani, DHBVN, Bhiwani

..... Respondents

Appearances

For Complainant

Representative

For Respondent

SDO

INTERIM ORDER

Case no. 4608/2023

Sh. Vipin Agarwal, M/s Tiku Ram Gum & Chemical Pvt. Ltd., Siwani is consumer of DHBVN bearing account no. 4280351000 under SDO (OP) S/Divn. Siwani, DHBVN, Bhiwani. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent SDO is violating the instructions of the HERC. The below mentioned points are attracted for giving the benefits for redressal of the complaint: -

- i) TOU/TOD rebate for the period 2021-22 with interest.
- ii) Interest on the TOU/TOD rebate for the period 2017-18 and 2018-19 (due form October 2017 while given in 2021) as per HERC regulation

He has requested the Forum to redress his 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 Forum on 11.12.2023 at Bhiwani for hearing of the case.

Proceedings were held on 11.12.2023 through VC at Gurugram. The SDO as well as complainant were connected through telephonically. Both the parties argued their case. The SDO did not submit any reply and he has requested the Forum for some time to submit his written reply. The Forum accepted the request of the SDO. So, the next date of hearing is fixed for 10.01.2024. Both the parties are directed to appear before the Forum on the next date i.e 10.01.2024.


(VIJAY GUPTA)
MEMER ACCOUNTS


(REKHA RATHI)
MEMBER TECHNICAL


(ANIL KUMAR VIJ)
CHAIRPERSON