



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	4619/2023
DATE OF INSTITUTION	27.12.2023
DATES OF HEARING	03.01.2024

**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 Shalimar Engineers, Daubua Palli Road,
Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Ballabgarh
SDO (OP) Sub Divn., DHBVN, Pali

.....Respondents

Appearance: -

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Case no.- 4619/2023

M/s Shalimar Engineers, Daubua Palli Road, Faridabad is consumer of DHBVN bearing account no. 0394790000 under SDO (OP) S/Divn. Pali, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

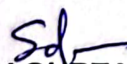
Complainant has filed the present complaint stating that he had applied for reduce of sanctioned load. In the month of December 2022 his sanctioned load has 50 KVA but in energy bills his fixed charges are shown as previous load. He visited the concerned office many times but no action has been taken so far. He has requested the Forum to redress his grievance.

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 03.01.2024 at Faridabad for hearing of the case.

Proceedings were held on 03.01.2024. The SDO as well as complainant were present. Both the parties argued their case. The Forum observed that the SDO Pali came very late in the meeting and the reply submitted vide his office memo no. 4154 dated 01.01.2024 which is reproduced below :-

"In the subject cited complaint, it is submitted that bill of the consumer was generated as per MRBD CMRI downloaded reading on dated 12.05.2021. HT meter was replaced due to display defectiveness where final reading was provided 152231 KWH, 198154 KVAH on MT-I No: 24/1292 whereas reading agency provided reading 01680 KWH, 265140 KVAH on dated 09.02.2021. On dated 15.09.2023 case for bill correction was moved to CBO Hisar where tamper data was asked but same was reported not available. When same was intimated on tool to CBO, BR was expired due to which same was not approved. Now, this case again moved to CBO Hisar and Rs.706017/- is again proposed for adjustment. Bill of the consumer will be rectified when same will be approved".

The complainant raised some objection to the reply submitted by the S/divn. The complainant objected to levy of fixed charges on higher load and the disputed the amount of Rs. 706017/-. The Forum directed the complainant to submit his reply and details as per the discussion. Further the Forum directed the SDO to address the objection raised by the complainant and give detail of amount of Rs. 706017/- month wise alongwith the copy of letter which is sent to CBO Hisar and give the status of the same before the next date of hearing. The next date of hearing is fixed for 18.01.2024. Both the parties are directed to appear before the Forum on the next date i.e 18.01.2024 alongwith reply.


(VIJAY GUPTA)
MEMER ACCOUNTS


(REKHA RATHI)
MEMBER TECHNICAL


(ANIL KUMAR VIJ)
CHAIRPERSON