



CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
Telephone No. 01242971798
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CASE NUMBER DH / CGRF	4558/2023
DATE OF INSTITUTION	22.08.2023
DATES OF HEARING	28.08.2023, 27.09.2023

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

Present:

ANIL KUMAR VIJ	CHAIRPERSON
NARESH KAKKAR	MEMBER TECHNICAL (ON JOINING PERIOD)
VIJAY GUPTA	MEMBER ACCOUNTS

In the matter of complaint of Sh. Pankaj Malik, H.no. 2599, Urban Estate, Jind regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Pankaj Malik, H.no. 2599, Urban Estate, Jind is a consumer of DHBVN with account no. 2822320000 under SDO (OP) S/Divn., DHBVN, Jind. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had received a notice of DHBVN vide memo no. 350 dated 06.07.2023 to deposit Rs. 432885/- within seven days. On visiting the S/divn. office it was told that meter has been got checked in lab and final reading shown is 62713 Kwh and the amount will be charged as per final reading, which is wrong. Further he never remained defaulter to deposit his bill and his load is very less. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Corporate Forum on 28.08.2023 at Jind for hearing of the case.

Proceedings were held on 28.08.2023 through VC. The SDO as well as complainant were present on telephone and they argued their case. The S/divn. submitted his reply vide his office memo No. 1153 dated 25.08.2023 and stated that :-

"it is intimated that the electricity meter of the subject cited complainant was packed due to reading not visible vide LL-1 No. 40/10003 dated 04.03.2022 and sent to M&T Lab DHBVN Hisar for checking and final reading. As per the lab report, the final reading i.e. 62713 KWH has been found on the basis of which the account of the consumer has No. been overhauled by the Commercial Back Office DHBVN Hisar. On the basis of charging by CBO DHBVN Hisar, the notice bearing Memo No. 350 dated 06.07.2023 was served to the consumer. The copy of LL-1, lab report, charging and notice are enclosed for your reference please".


The consumer disputed the reply of SDO and claimed that his consumption is very less compared to a sum of Rs. 432885/- claimed by DHBVN from him. He said he had been paying the bill on regular basis and never remained defaulter. SDO (OP) Jind was asked to provide the consumption data of the consumer before and after change of the meter. Both the parties asked for next date of hearing. The Forum agreed and decided to give the next date of hearing. The next date of hearing is 27.09.2023.

Proceedings were held on 27.09.2023 through VC at Gurugram. The SDO as well as complainant were present on telephone. Both the parties argued their case strongly. The complainant was not satisfied with the reply submitted of the SDO and claimed that his consumption may be checked before and after the change of meter



as the consumption is very less as compared to a sum of Rs. 432885/- claimed by the DHBVN from him. Both the SDO OP Jind and complainant were directed to submit the report ^{of} consumption of before and after change of Meter (12 months). Both the parties asked for some time for submission of data. The Forum accepted the request of the parties to submit the consumption data within 7 days. The next date of hearing is 23.10.2023. Both the parties are directed to appear before the Forum on the next date of hearing i.e. 23.10.2023.


(VIJAY GUPTA)
MEMER ACCOUNTS


(NARESH KAKKAR)
MEMBER TECHNICAL
(ON JOINING PERIOD)


(ANIL KUMAR VIJ)
CHAIRPERSON

	<p>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)</p>
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CASE NUMBER DH / CGRF	4572/2023
DATE OF INSTITUTION	18.09.2023
DATES OF HEARING	27.09.2023

BEFORE THE
CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

Present:

ANIL KUMAR VIJ	CHAIRPERSON
NARESH KAKKAR	MEMBER TECHNICAL (ON JOINING PERIOD)
VIJAY GUPTA	MEMBER ACCOUNTS

In the matter of complaint of M/s Shiv Bholey Rice Mill, Narwana, Hansdehar, Garhi, Jind regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN / OP Divn., DHBVN, Narwana
SDO/OP S/Divn., DHBVN, Garhi

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

M/s Shiv Bholey Rice Mill, Narwana, Hansdehar, Garhi, Jind is a consumer of DHBVN with account no. 5091523000 under SDO (OP) S/Divn. Garhi, DHBVN, Jind. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had received a bill in the month of August 2023 of Rs. 1212625/- with arrear amount of Rs. 1182633/- which on very higher side and charged wrongly. He has visited the S/divn. office for correction of his bill. But his bill has not been rectified till date. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Corporate Forum on 27.09.2023 at Jind for hearing of the case.

Proceedings were held on 27.09.2023 through VC at Gurugram. The CA on behalf of S/divn. and complainant were present on telephone. Both the parties argued their case vehemently. The SDO (OP) S/divn. Garhi has submitted reply vide memo no. 3240 dated 25.09.2023 and stated that :-

"that a sum of Rs. 301880/- was pointed by Audit party IAP No.-35 vide half margin No. 74-138 & 75/138 dated 21/03/16 on account of CT cable box damage from 02/2015 to 04/2015 the meter was got tested from M&T lab hisar vide memo no. 704/MT-19 dated 02/05/2016. The accuracy of meter was checked and found within permissible limit meter reading was moved from 663578 to 663649 and meter data downloaded from CMRI and BCS Software. The TOD/LS data received from firm was sent to XEN Op Narwana for further clarification and concurrence from chief auditor Hisar vide this office memo no. 1537 dated 08.09.16, 1975 dated 24.11.2016, 2171 dated 23.08.2021, 1554 dated 01.06.2022, and data also sent by E-Mail to SE Op Circle DHBVN Jind & XEN Op Divn. DHBVN Narwana on dated 03.03.2023 at 09:33 AM and the same is still awaited from auditor concern".

The reply of SDO (OP) was disputed by the complainant Girdhari Lal on behalf of M/s Shiv Bholey. He claimed that his consumption is very less as compared to the sum of Rs.301880/- claimed by the audit party of DHBVN based on average bill. The Forum observed that the amount of Rs. 301880/- is pending to be received since 08.09.2016 and no serious efforts have been made to recover the amount from the consumer. SDO (OP) Garhi is directed to get the clarification from the Chief Auditor, DHBVN, Hisar by the personal visit to Hisar office and make efforts to recover the amount from the consumer as DHBVN has ~~in~~ occurred revenue loss since 2016 till date. The representative of S/divn. and complainant asked for some time to submit their

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reply which the Forum agreed. The next date of hearing is fixed for 18.10.2023. Both the parties are directed to appear before the Forum on the next date of hearing i.e. 18.10.2023.


(VIJAY GUPTA)
MEMER ACCOUNTS

(NARESH KAKKAR)
MEMBER TECHNICAL
(ON JOINING PERIOD)


(ANIL KUMAR VIJ)
CHAIRPERSON