



DAKSHIN HARYANA BIJLI VITRAN NIGAM
Office of Chief General Manager/Commercial.
Block-B, 1st Floor, Vidyut Sadan, Vidyut Nagar, Hisar

To

1. The CGM/Operation,
DHBVN, Hisar/ Delhi,
2. The GM/Operation,
DHBVN, Hisar/Sirsa/Bhiwani/Narnaul/Rewari/Gurgaon/Faridabad

Memo No. CH-07/HERC-12A/HSR

Dated: 9/7/12

Sub: Sittings of Forum For Redressal of Consumer Grievances (CGRF) at Circle levels as per directives of the HERC.

The HERC vide its letter No. HERC/Tariff (E)/EO-CGRF/813-17 dated 5/06/2012 has desired that both the distribution licensees, UHBVN and DHBVN shall arrange sitting of their respective Consumer Grievances Redressal Forum (CGRF) at circle level in such a manner that at least one sitting should be fixed at each circle in a period of two months. The Commission further directs that schedule of such sittings should be given wide publicity and displayed outside every Sub Division/Division/Circle/Head Office. A copy of such schedule shall invariably be forwarded to the Commission by the Licensee. The Commission also states that non compliance of orders of CGRF/Electricity Ombudsman shall be considered violation of the orders of the commission and action under section 142 of the Act may be taken by the Commission.

At present hearings of CGRF, DHBVN are held at Hisar and Gurgaon every month for redressal of grievances of electricity consumers as per mechanism prescribed by the Commission and convenience of the consumers of all the distribution circles. However, in view of the latest directives of the Commission, a permanent schedule of sittings of the CGRF so as to cover each distribution circle once in two months has been prepared and attached herewith for adherence by all concerned.

It may please be ensured that the schedule of CGRF sittings be displayed prominently through weather proof signboards outside each sub division/CCC/division/circle office under your superintendence, mentioning therein the address and contact No. of CGRF, DHBVN, Hisar (01662-223081), for the awareness of the consumers and necessary arrangements viz. providing of appropriate space/logistics for holding meetings of CGRF at your circle as per schedule are made as per directives of HERC. Further, compliance of the decision of the Forum may please be ensured so as to avoid violation under section 142 of the Act.

DA/As above


CGM/Commercial
DHBVN, Hisar

CC to:

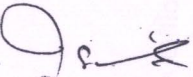
1. The Chief Communications Officer, DHBVN, Hisar.
- 2. The Chairman, CGRF, DHBVN, Hisar
3. GM/RA, DHBVN, Hisar

DAKSHIN HARYANA BIJLI VITRAN NIGAM

SCHEDULE OF CIRCLE LEVEL SITTINGS OF FORUM FOR REDRESSAL OF CONSUMER GRIVIANCES

MONTH/CIRCLE	HISAR	SIRSA	GURGAON	BHIWANI	REWARI	NARNAUL	FARIDABAD
JANUARY	2nd Wednesday	1st Tuesday		3rd Tuesday		4th Tuesday	
FEBRUARY	2nd Wednesday		3rd Tuesday		1st Tuesday		4th Tuesday
MARCH	2nd Wednesday	1st Tuesday		3rd Tuesday		4th Tuesday	
APRIL	2nd Wednesday		3rd Tuesday		1st Tuesday		4th Tuesday
MAY	2nd Wednesday	1st Tuesday		3rd Tuesday		4th Tuesday	
JUNE	2nd Wednesday		3rd Tuesday		1st Tuesday		4th Tuesday
JULY	2nd Wednesday	1st Tuesday		3rd Tuesday		4th Tuesday	
AUGUST	2nd Wednesday		3rd Tuesday		1st Tuesday		4th Tuesday
SEPTEMBER	2nd Wednesday	1st Tuesday		3rd Tuesday		4th Tuesday	
OCTOBER	2nd Wednesday		3rd Tuesday		1st Tuesday		4th Tuesday
NOVEMBER	2nd Wednesday	1st Tuesday		3rd Tuesday		4th Tuesday	
DECEMBER	2nd Wednesday		3rd Tuesday		1st Tuesday		4th Tuesday

Note: In case the appointed day is holiday, the sitting of CGRF shall take place on next working day


Secretary

Forum for Redressal of Consumer Grievances
Haryana Bijli Vitran Nigam
Vijay Sadan, HISAR (Haryana)