



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005

Telephone No. 01662-223081

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Case No. DH/CGRF-820/2014

Date of Institution: 03.01.2014

Date of Hearing: 28.01.2014&25.03.2014

Date of Order: 25.03.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Member-I

Sh. R.V.Bari, Member-II

Sh.Satish Malik, Member-III

In the matter of complaint of Sh. Hargobind S/o Sh. Kanhiya Lal, 11-B, Industrial Area, Narnaul regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.

2.AGM/Op. City Sub-Division, DHBVN, Narnaul.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar

2.CA of Sub-Division, DHBVN, Narnaul.

ORDER

Sh. Hargobind S/o Sh. Kanhiya Lal, 11-B, Industrial Area, Narnaul has got an electricity connection A/C No. IN31-0004 under AGM/Op. City Sub-Division, DHBVN, Narnaul, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his meter burnt due to damage of transformer in November, 2011. Due to damage of T/F, supply not available, meter replaced and energy not used due to defective T/F. Average billing charged for Rs.12587/- unnecessarily and requested average charges waved off.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 28/01/2014 at Narnaul for hearing of the case.

During the proceedings held at Narnaul on 28/01/2014. The consumer as well as respondent SDO is present. The SDO verbally stated that the complaint has been received in his office too late. Due to late receipt of complaint, his office could not prepare the reply and requested for next date. Request granted. The Forum has also directed the respondent to submit detailed reply within 7 days, so that the case may be decided on merits.

To-day, the proceedings held at Narnaul on 25.03.2014. The consumer is not present but the CA of the respondent SDO is present. The SDO submitted reply through Nodal Officer vide his office memo No. 528 dated 24.03.2014, stating therein that as per statement of Sh. Pardeep Soni, JE, there was no transformer damaged at that time. The electricity bill raised to the consumer in November, 2011 was on the actual consumption in the meter. The meter of the consumer was replaced by Sh. Pardeep Soni, JE vide MCO No. 72/838 dated 10/01/2013 by showing that the electricity meter of the consumer was not working O.K. whose final reading was 98717 which shows in the MCO and the reading has been reflected in the month of 2/2013. After that the Audit Party has made a half margin vide No. 54/31 dated 04.06.2013 to overhaul the account of the consumer and Rs.12587/- has been charged in the account of the consumer.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided that the action taken by the respondent SDO is justified and the amount charged by the Audit Party is chargeable and the case is closed. The Forum disposed off the petition without any cost on either side or case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 25th March, 2014.

(R.N.Garg)
Chariman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-858/2014
Date of Institution: 11.03.2014
Date of Hearing: 27.03.2014&24.04.2014
Date of Order: 24.04.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman
Sh. R.V.Bari, Member-II
Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Balbir Singh S/o Sh. Amar Singh, 83, New Rishi Nagar,
Hisar regarding billing & metering problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division No. 1, DHBVN, Hisar.
2.SDO/CCC, City S/Divn., DHBVN, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.P.S.Saini, Advocate.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar
2.SDO/Counsel of respondent, CCC, City
Sub-Divn.,DHBVN, ,Hisar.

ORDER

Sh. Balbir Singh S/o Sh. Amar Singh, 83, New Rishi Colony, Hisar has got an electricity connection, A/C No. SI01-1356 under SDO/CCC City Sub-Division, DHBVN, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that;

1. The consumer has taken an electricity connection bearing A/C No. SI01-1356 (DS) and the meter stands installed on the pole in public street and using the electricity in a lawful and fair manner.
2. The Nigam has issued bills for the month of March, 2013 and April, 2013 for 193 units and 193 units each as evident from the bills.
3. The Nigam has issued a wrong bill for excessive consumption of units i.e. 1012 and 1001 for the months of June and September, 2013. The meter has been recording excessive reading due to defect in the figure of the meter i.e. due to jump in the meter.
4. The complainant had lodged his complaint with the respondent for the replacement of meter and the complainant has paid the excessive bills under protest on the assurance of the Nigam that the bills shall be corrected in future and the amount deposited by the complainant in excess shall be adjusted but with no effect.
5. The Nigam continued to issue wrong bills even for the month of October, 2013 for 2035 units on which the complainant contacted the Nigam's office and requested to correct the bill but the officials of the Nigam got deposited Rs.6500/- from the complainant under protest out of Rs.21011/- with the assurance that the bill shall be corrected.
6. The Nigam has installed a parallel meter for checking of the meter already installed with the particulars as under;

Date	Old Meter Reading	New Meter Reading
21.11.13	22920	75 (IR)
12.12.13	23395	153
Difference	475	78

From the above reading difference, the old meter was running fast by 6 times. The old meter was removed with intact equipment and the parallel new meter is still lying installed on the site which is recording correct reading.

7. The Nigam again issued inflated bill for December, 2013 of 642 units (without showing current reading, old reading 2006). The consumer again visited the office of the Nigam for overhauling of his account for the months from March, 2013 to till date. But with no effect and it was asked to the consumer to deposit the amount of bill only after the overhauling is done but no date of overhauling has been given to the complainant.

The complainant requested for overhauling the account from March, 2013 to till date on the basis of parallel check meter and the amount having been got deposited from the complainant may kindly be adjusted in future bills and it is further requested that the future bills may kindly be issued on correct reading and the connection may kindly be allowed to continued allowing the complainant to make the payment of bills after overhauling is done.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 20/03/2014 at Hisar for hearing of the case.

During the proceedings held on 27/03/2014 at Hisar. The consumer as well as the representative/counsel of the respondent SDO of the sub-division is present. The representative/counsel of the respondent SDO submitted reply through Nodal Officer vide No. Ch-4/Forum-858/HSR dated 26/03/2014 that all the bills so served upon the petitioner were issued strictly according to his consumption and there was no defect in the meter of the petitioner as alleged. More so the said issue already stands decided by the competent authority of the Nigam. It is further submitted that the petitioner after receipt of the bill issued by the Nigam, had represented to the office of the respondent and had requested for making part payment with the assurance that the remaining amount will be paid by him in the subsequent

bills and upon the request of the petitioner, the respondent had allowed the petitioner to make part payment but that does not accrue any right in favour of the petitioner. Further the respondent after in receipt of request from the petitioner had installed the challenge meter on an IR of 73 on dated 21/11/2013 and had also recorded the reading of already installed meter which was 22920 by that time. Both the meters run parallel till 17/12/2013. Later on the respondent removed the challenge meter on an FR of 153 on dated 17/12/2013 and on the same day the consumption reading recorded by the already installed meter found 23394. The concerned JE of the Nigam looking into the huge difference of reading of both the meters found smell of suspicious and by the same, the concerned JE had removed the original meter so alleged to be running fast and had referred the meter in the M&T lab as the M&T lab is a specialized agency for checking the meter. On dated 05/02/2014, the removed meter was got checked in the M&T lab and during lab checking, the results of the meter was found within permissible limit meaning thereby it prima facie proves beyond doubt that the petitioner had manipulated the working of the challenge meter with a malafide view to evade his legal liability. After receipt of lab report, it amply became clear that there was no fault in the meter of the petitioner and all the consumption bills so served upon the petitioner were issued as per his actual consumption and requested for dismissal of the petition.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided that the check meter removed on 18/12/2013 be got tested from M&T lab and working of the meter be put up for consideration of the case on the next date of hearing, which is fixed for 25/04/2014. The Forum also directed the respondent as well as Nodal Officer that the connection of the consumer should not be disconnected till the final decision of the case.

To-day, the proceedings held at Hisar on 24/04/2014. The counsel of the consumer as well as respondent SDO & counsel of respondent are present. The respondent SDO submitted reply through Nodal Officer vide Memo No.Ch-8/Forum-858/HSR dated 24/04/2014 with full details of AEE/M&T Lab., DHBVN, Hisar along with Load Survey Data & other particulars.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided that in view of reply of respondent SDO, the claim of the complainant is not acceptable and the case is closed. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 24th April, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



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Case No. DH/CGRF-861/2014

Date of Institution: 24.03.2014

Date of Hearing: 27.03.2014&24.04.2014

Date of Order: 24.04.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Inder Sain Bhatia S/o Sh. Nand Lal Bhatia, M/s Regain Laboratories, H.No.134/5, HTM Road, Raipur Lane, Hisar regarding charging of amount in electricity bill pointed out by the audit of DHBVN.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division No.1, DHBVN, Hisar.

2.SDO/City, CCC S/Division, DHBVN, Double Phatak, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar

2.SDO/Counsel of Sub-Divn.,DHBVN,
Hisar.

ORDER

Sh. Inder Sain Bhatia S/o Sh. Nand Lal Bhatia, M/s Regain Laboratories, H.No.134/5, HTM Road, Raipur Lane, Hisar has got NDS electricity connection, A/C No. VN31-002 under SDO/City, CCC Sub-Division, DHBVN, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein suddenly the complainant received memo No. 94 dated 14.01.2014 issued by the respondent whereby he asked the complainant to deposit a sum of Rs.174657/- which has been charged by audit party vide half margin No. 43/105 dated 03.01.2014. The said impugned memo dated 14.01.2014 issued by the Nigam is wrong, illegal, null and void, without authority against the principles of estoppels without jurisdiction, without prior notice against the law and facts, without affording any opportunity of hearing, arbitrary and against the sale principles of natural justice and also against the sale circular and Electricity Act, 2003 is not binding on the rights of the complainant and liable to be set aside/quashed inter-alia on the following grounds:

- a. That no detail of the impugned amount and no copy of the alleged half margin No. 43/105 dated 03.01.2014 have been supplied to the complainant.
- b. That no notice of the alleged audit was given to the complainant nor the complainant was present at the time of alleged audit done by alleged audit party.
- c. That the half margin report dated 03.01.2014 is wrong, incorrect, baseless and is against the own instructions and regulation of the Nigam.
- d. That the complainant is regularly paying the bills of the Nigam issued by them from time to time and is not the defaulter of the Nigam and the alleged report of the audit party is having no binding effect upon the complainant. Moreover, the Nigam has stopped to raise the impugned demand by its act and conduct.
- e. That the complainant is regularly paying the bills issued from time to time as per sale circular of the Nigam.
- f. That no opportunity of personal hearing was given to the complainant where as the complainant has also filed reply dated 31.03.2014 to the impugned memo but still date no action has been taken by the Nigam.

The complainant moved representation and requested the official of the Nigam to impugned amount and not to disconnect the electricity connection of the complainant but they refused to accept the genuine and legal request of the complainant yesterday and threatened that they will disconnect the electric connection until and unless impugned amount is not deposited by the complainant. The complainant also requested for restraining the respondents from recovering the impugned amount of Rs.1,74,657/- and restore the electricity supply of the complainant be passed in favour of the complainant and against the respondents with costs.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/03/2014 at Hisar for hearing of the case.

During the proceedings held on 27/03/2014 at Hisar. The consumer as well as the CE/Counsel of the respondent SDO of the sub-division is present. The respondent SDO verbally stated that his office could not prepare the reply due to late receipt of complaint. Request granted.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum concluded and directed to adjourn the case for next date as per verbal requests of the respondent.

To-day, the proceedings held at Hisar on 24/04/2014. The consumer not present but respondent SDO as well as counsel of the respondent is present. The respondent SDO submitted copy of Notice/Summon to the consumer by the Civil Judge (Jr. Division), Hisar. Being court case, this Forum cannot adjudicate the case.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided that the petitioner has already filed the case in the Hon'ble Court of Sh. Sohan Lal Malik, Civil Judge (Jr. Division), Hisar, which is under consideration. Being Court case, the case cannot be heard in this Forum. As such, the case is dismissed.

File be consigned to record.

Given under our hands on this day of 24th April, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



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Case No. DH/CGRF-866/2014

Date of Institution: 16.04.2014

Date of Hearing: 24.04.2014

Date of Order: 24.04.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Dilbag S/o Sh. Sish Pal, V&P.O. Satrod Khas, Distt.,
Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division No.2, DHBVN, Hisar.

2.SDO/Op. Sub-Division, DHBVN, Satrod, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.NodalOfficer/CGRF,DHBVN,Hansi .

2.SDO of Sub-Divn.,DHBVN, Satrod.

ORDER

Sh. Dilbag S/o Sh. Sish Pal, V&P.O. Satrod Khas, Distt. Hisar has got an electricity connection vide A/C No. SS1D-4473 under SDO/Op. Sub-Division, DHBVN, Satrod, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that respondent has raised wrong bill after depositing the theft of energy penalties of Rs.72225/- & Rs.30000/- and requested for correction of his wrong bill.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 25/04/2014 at Hisar for hearing of the case.

To-day, the proceedings held on 24/04/2014 at Hisar. The consumer as well as respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. SPL-4 dated 24/04/2014, stating therein that on dated 06/10/2012 the premises of the petitioner was checked by the checking team and during checking the checking officials found the supply running under Hotel category. However, upon further checking the checking officials found the working of the meter suspicious so the checking officials with a view to clear their doubt had referred the meter in the Lab and it is after got checked the meter of the petitioner from the Lab, the respondent due to some inadvertence had assessed the theft amount under NDS general category as per Sales Circular No. 43/2007 despite the fact that the amount of assessment has to be calculated under Hotel Category. This shortcoming has been pointed by the internal audit department while checking consumer ledger and accordingly the difference amount of Rs.63258/- has been raised and the petitioner is liable to pay the same. In the present case, it is the petitioner himself who in his pleading is admitting the factum of running of hotel. The respondent prayed that the application of the petitioner may kindly be dismissed with costs throughout.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided that the consumer was initially charged for general NDS category and take amount of the per day loss to the Nigam, but actually these should be 16 hrs. instead of 12 hrs. as per Sales Circular No. 43/2007. Accordingly, the difference in loss assessed to the Nigam was charged, which is justified and the case is closed. Further, the respondent SDO is directed that on the request of the petitioner, the amount be recovered in 10 equal installments after taking request from the consumer. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 24th April, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



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Case No. DH/CGRF-879/2014
Date of Institution: 14.05.2014
Date of Hearing: 20.05.2014
Date of Order: 26.05.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Member-I
Sh. R.V. Bari, Member-II
Sh. Satish Malik, Member-III

In the matter of complaint of Smt. Suman Yadav W/o Sh. Parmod Yadav, H.No. A-642,
Sushant Lok, Gurgaon regarding shifting of pole.

.....Complainant/Petitioner

V/s

1. DGM, S/U Division , DHBVN, Gurgaon.
2.SDO/CCC DLF, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

1.Present in person.

For the Respondent:

1.Nodal Officer,CGRF, DHBVN, Hisar.
2.SDO of CCC DLF,DHBVN, Gurgaon.

ORDER

Smt. Suman Yadav W/o Sh. Parmod Yadav, H.No. A-642, Sushant Lok, Gurgaon has got an electricity connection bearing A/C No. OG-21-S3B-80283 under SDO/CCC DLF, DHBVN, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that she has constructed house No. A-642, Sushant Lok, Gurgaon recently. An electric pole and its supporting wires are in front of her house gate and parking area, which may please be shifted at the earliest, so that there may not be any untoward incident to her family members.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 20/05/2014 at Gurgaon for hearing of the case.

To-day, the proceedings held at Gurgaon on 20/05/2014. The consumer as well as respondent SDO is present. The respondent SDO verbally stated that the grievance of the consumer will be redressed shortly.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has directed the respondent SDO to shift the electric pole along with supporting wires in front of house No. A-642, Sushant Lok, Gurgaon at the cost of consumer or the same should be got shifted under self execution scheme after getting inspection and supervision charges deposited as applicable from the consumer. The respondent SDO agreed to comply with the directions as issued by the Forum within 15 days time positively. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 26th May, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



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Case No. DH/CGRF-807/2013

Date of Institution: 26.11.2013

Date of Hearing: 29.11.2013, 30.12.2013
24.01.2014, 20.02.2014,
27.03.2014, 24.04.2014 &
27.05.2014

Date of Order: 27.05.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Raj Kumar S/o Sh. Thakur Dass, Plot No. 141, Sector-27/28, Delhi Road, Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division No. II, DHBVN, Hisar.

2.SDO/Op. S/Division, DHBVN, Satrod, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer/CGRF, DHBVN, Hisar

2.Counsel/representative of Sub-Divn., DHBVN, Satrod, Hisar.

ORDER

Sh. Raj Kumar S/o Sh. Thakur Dass, Plot No. 141, Sector-27/28, Delhi Road, Hisar has got an electricity connection, A/C No. SE31-0128 under SDO/Op.Sub-Division, DHBVN, Satrod, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent SDO has issued wrong bill amounting to Rs.15,79,174/- and requested for correction of bill.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 29/11/2013 at Hisar for hearing of the case.

During the proceedings held on 29/11/2013 at Hisar, the consumer as well as the representative of the respondent SDO of the sub-division is present. The representative of the respondent SDO stated verbally that the reply could not be prepared due to late receipt of complaint and requested for next date.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum concluded and directed the Nodal Officer as well as representative of the respondent, that the supply of the consumer be restored and current bill to be paid by the consumer till the decision of the case.

During the proceedings held on 30/12/2013 at Hisar. The consumer is not present but the representative of the respondent SDO is present. The SDO submitted reply through Nodal Officer, stating therein that it is true that consumer has made payment of electricity bill up to the month of Aug., 2013. But in view of LL-1/checking report No. 04/1096 of dated 29/08/2013 filled by Vigilance Wing of DHBVN, Hisar, the SDO/Op. S/Divn., Satrod issued a notice to complainant vide office memo No. 2469 dated 30/09/2013 for depositing a sum of Rs.1579174/- of energy consumed by consumer through meter which was installed in his premises. It is true that the consumer has responded on 20/11/2013 in which he has mentioned that his meter was got checked by Vigilance Wing of DHBVN, Hisar on 29/08/2013 and reading shown as 302117 KWH duly signed by either by consumer or by his representative in the token of correctness of report. The consumer also mentioned that according to sanctioned load of his electricity meter 22 KW load, it is not possible that within 7 days the consumption cannot be 216191 KWH on 22 KW load, but he hide the fact in his representation that the consumption as mentioned above is not of seven days as the consumption of 216191 KWH is accumulated consumption in view of LL-1 bearing No. 04/1096 of dated 29/08/2013 filled up by Vigilance Wing of DHBVN, Hisar. It is pertinent to mention here that the complainant neither deposited the demanded amount nor made any representation in this regard. A SJO bearing No. 21/2012 dated 30/08/2013 issued by his office for verification of accuracy of meter, genuineness of seals and reading etc. in view of checking by Vigilance Wing of DHBVN, Hisar. Also, it is added that on SJO, the detailed report of removed meter as well as new installed meter recorded by Sh. Manmohanjeet Singh, JE-1 of his office in which the final reading of removed meter shown as 302.117x10 =302117 KWH. The consumer has been billed up to 85926 units in the month of 08/2013 as per reading recorded by representative of HESL. It is further added that consumer has been charged only the difference of old reading and final reading which is correct and as per norms of the Nigam.

Keeping in view the above submission & facts, it is, therefore, requested that the complainant may be directed to deposit the aforesaid amount and it is also requested that the complaint of the complainant may kindly be dismissed without cost.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the consumer not present and requested the Hon'ble Forum on telephone for next date. Request granted.

During the proceedings held on 24/01/2014 at Hisar. The consumer is present but the respondent SDO is not present. After hearing the consumer as well as Nodal Officer, the Forum directed the Nodal Officer that the current bill be charged from the consumer till the case is finally decided by the Forum.

During the proceedings held at Hisar on 20/02/2014. The consumer as well as Counsel/Representative of the respondent sub-division is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. 8049/Court Case dated 12/02/2014, stating therein that Sh. Balbir Singh representative of HESL Agency recorded the reading of aforesaid consumer. The respondent also supplied the copy of MCO No. 5/18 dated 06/05/2011 & affected on 11/05/2011 along with details of CA-21. It has come to the notice of the respondent that reading of aforesaid consumer bearing A/C No. SE31-0128 found blocked/accumulated. His office has written in later to Nodal Officer, HESL, Hisar vide his office memo No. 2470-71 dated 30/09/2013 and also wrote to consumer vide his office memo No. 2469 dated 30/09/2013 for making the payment of accumulated reading to the tune of Rs.1579174/-. It is further added that due to non-receipt of any reply from Nodal Officer, HESL, Hisar, his office again wrote to Nodal Officer, Hisar vide his office memo No. 5894/95/HESL dated 12/11/2013. Copy of M&T Lab., Hisar showing the accuracy of the meter was checked and found within permissible limit.

After hearing both the parties, the Forum directed the XEN/MM, Sh. Khatkar, DHBVN, Vidyut Sadan, Hisar to investigate the matter and submit his report within 15 days. The Forum also directed the respondent SDO, Sh. Bhoop Singh, to attend the Forum personally on the next date of hearing with full details of the case, so that the case may be decided on merits. The case is adjourned for next date.

During the proceedings held at Hisar on 27/03/2014. The consumer as well as respondent SDO is present. On the previous proceedings, the Forum directed to Mr. Khatkar, XEN/MM, Vidyut Sadan, Hisar to investigate the case and submit his report within 15 days. But Mr. Khatkar has informed the Forum that he has been assigned the duty of Magistrate vide DC, Hisar office Endst.No. Elect-2014/3072-3170 dated 09/03/2014 from 10/03/2014 to 10/04/2014.

After hearing both the parties, the Forum directed to re-constitute a commission for investigation the matter in this case, consisting of XEN/MM, Sh. Khatkar, DHBVN, Vidyut Sadan, Hisar and Sr. Rattan Kumar Verma, Sr.A.O., O/O CGM/Audit, DHBVN, Hisar, they will carry out the investigation after 10th April, 2014 and submit report before the next date of hearing. The case is adjourned for next date.

During the proceedings held at Hisar on 24/04/2014. The consumer as well respondent SDO & counsel of the respondent SDO is present. In the previous proceedings held on 27/03/2014, a commission has been constituted for investigation and submits report on or before the next date of hearing. The commission submitted his investigation report in the case No. 807/2013 filed by Sh. Raj Kumar S/o Sh. Thakur Dass, Plot No. 141, Sector-27/28, Hisar, stating therein that;

1. *The committee visited the site of the consumer on 23/04/2014 along with SDO/M&P and found that there is no machinery/electric appliance using the energy, except one welding set. The MDI recorded was 0.71 and reading was 175.5 Kwh at about 10.23 AM.*
2. *After going through the relevant case file of CGRF office as well as the record of (OP) S/Divn., Satroad, it has been observed that the said meter was installed in the consumer's premises in May, 2011 with IR shown as 52816 Kwh and the consumer was billed upto 85926 with MF as 1.0 before 29.08.2013 i.e. date of Vigilance Checking whereas the LL-1 states that the reading was 302.117 Kwh with MF as 10. The M&T lab in its checking report dated 17.09.2013 further verified the reading and MF of the meter with working of meter within permissible limit. As such there is great confusion in between the consumption & MF recorded by the HESL/Sub-divisional staff and as reported by the Vigilance Team/M&T Lab.*
3. *After detailed deliberations, the committee has observed that if the report of the Vigilance & M&T is relied upon then the sub-divisional staff might have mis-readed the IR of meter as 51816 instead of 52.816 at the time of installation of said meter in May, 2011 as well as by the HESL during monthly reading and there is accumulation OF 216191 Kwh $\{(302.117-85.926)\times 1000\}$. This can only be cleared by analyzing the detailed history sheet (data) of the meter.*

In view of foregoing facts, the committee is of the opinion that before taking any conclusive decision in this case, the said meter may be referred to the Manufacturer's lab, get data down loaded and analyzed, so to follow the principal of natural justice.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the consumer requested the Hon'ble Forum for adjournment of case for next date. Request granted. The case is adjourned for next date.

To-day, the proceedings held at Hisar on 27/05/2014. The consumer as well as counsel/representative of the respondent SDO is present.

After taking into consideration, the consumption pattern of the consumer, the Forum has inferred that this case is not the case of accumulation of reading as it is not possible for the consumer to manage the accumulation of 216191 units during 29 months period i.e. w.e.f. 05/2011 to 09/2013 with the connivance of the Meter Reader with 20 KW load. But it is due to jumping of meter reading due to some technical un-balanced parameter in the meter. Secondly, the consumptions of the consumer before MCO dated 07/05/2011 and after replacement of meter on dated 02/09/2013 is much less than the alleged accumulated consumption, if spread on monthly basis thereby it does not establish the accumulation of reading case. As such, the Forum directs the respondent SDO to overhaul the account of the consumer for the month of 09/2013 on the basis of six months consumption before MCO05/2011 or six months consumption after MCO 09/2013 whichever is higher instead of charging 216191 units. The Forum disposed of the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 27th May, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Case No. DH/CGRF-845/2014

Date of Institution: 19.02.2014

Date of Hearing: 27.03.2014, 24.04.2014
& 27.05.2014

Date of Order: 27.05.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Suraj Bhan S/o Sh. Neki Ram, Ward No. 2, Near PNB Bank, V&P.O. Narnaund, Distt., Hisar regarding voltage problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO/Op. S/Division, DHBVN, Narnaund.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar
2.Counsel/Representative of Sub-
Divn.,DHBVN, Narnaund.

ORDER

Sh. Suraj Bhan S/o Sh. Neki Ram, Ward No.2, Near PNB Bank, V&P.O. Narnaund, Distt., Hisar has got a tube well connection, A/C No. AM-277/AP under SDO/Op.Sub-Division, DHBVN, Narnaund, Distt., Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his tube well is not running due to low voltage and requested for giving proper voltage.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 20/03/2014 at Hisar for hearing of the case.

During the proceedings held on 27/03/2014 at Hisar. The consumer as well as respondent SDO of the sub-division is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No.723 dated 11/03/2014, stating therein that an estimate for providing additional 63KVA T/F for bifurcating the load of existing 100 KVA T/F SOP to Ganesh Ram (feeding supply to above said AP consumer) under VDS scheme was prepared which was sanctioned vide Endst. No. NND-1095/12-13. Accordingly, requirement of material was sent to XEN/Op., DHBVN, Hansi vide his office memo No. 4733 dated 29/11/2013, 582 dated 26/0-2/2014 & 986 dated 06/03/2014. SE/Op. Circle, DHBVN, Hisar/XEN(OP), DHBVN, Hansi has allocated the material for above said work. Now, the material as per allocation will be drawn and work will be executed for the solution of problem of the consumer.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum concluded and directed the Nodal Officer as well as respondent SDO to redress the grievance of the consumer within 15 days and submit compliance report before the Forum on or before the next date of hearing.

During the proceedings held on 24/04/2014 at Hisar. The representative of the consumer as well as counsel of the respondent SDO is present. The respondent submitted reply through Nodal Officer vide his office memo No. Spl-3 dated 24/04/2014, stating therein that the Hon'ble Forum vide order dated 27/03/2014 had issued direction to the respondent to redress the grievance of the petitioner regarding low voltage by installing the Additional 63 KVA T/F. The respondent in compliance of the directions passed by the Hon'ble Forum had went to the field of the petitioner for installation of additional T/F but upon being approached over there, the petitioner along with his other family members had requested the respondent to not to install the T/F on the pretext that wheat crop is standing in his field and further told that the additional T/F may only be installed when the wheat crop be cut from his field and he as a token of his talks had also executed a writing.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum concluded and directed the Nodal Officer as well as respondent SDO that the desired action be taken within next 15 days after obtaining the consumer requests in writing and the case is adjourned for next date.

To-day, the proceedings held at Hisar on 27/05/2014. The consumer as well as counsel/representative of the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. SPL-3 dated 27/05/2014, stating therein that the respondent in compliance of the direction imparted by this Hon'ble Forum had already installed additional transformer &

petitioner is fully satisfied with the same. The respondent SDO also submitted the written consent of the consumer that his tube well connection is running O.K.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided that the consumer grievance has been redressed by the respondent SDO by installing the additional T/F and as per consent given in writing by the consumer. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 27th May, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-865/2014

Date of Institution: 16.04.2014

Date of Hearing: 24.04.2014&27.05.2014

Date of Order: 27.05.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Ram Phal S/o Sh. Ram Dhari, Ward No.9, Narnaund, Distt., Hisar regarding refund of estimate amount.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO/Op. Sub-Division, DHBVN, Narnaund.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.NodalOfficer/CGRF, DHBVN, Hansi .
2.Counsel/Representative of Sub-
Divn., DHBVN, Narnaund.

ORDER

Sh. Ram Phal S/o Sh. Ram Dhari, Ward No.9, Narnaund, Distt., Hisar has got a tube well connection vide A/C No. NN53-2969 (New Connection) under SDO/Op. Sub-Division, DHBVN, Narnaund, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his tube well connection has released by the respondent SDO through Cable, while his tube well connection estimate made by the respondent was Rs.37500/- and requested to refund the estimate amount which was deposited by him.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 25/04/2014 at Hisar for hearing of the case.

During the proceedings held on 24/04/2014 at Hisar. The consumer as well as counsel of the respondent is present but the SDO is not present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. Special-1 dated 24/04/2014, stating therein that the respondent Nigam in compliance of the order passed by this Hon'ble Forum had released the electric connection to the field of the petitioner on dated 18/02/2014 from the common line by erecting 3 span and as per the standing instructions of the Nigam for a single span the consumer had to pay a sum of Rs.12500/- and in the instant case on account of erecting 3 span for releasing electricity connection to the field of the petitioner, the respondent Nigam had charged a sum of Rs.37500/- in the account of the petitioner. The amount of Rs.37500/- has rightly been raised from the consumer. The present application is filed after thought and the same is filed with an ulterior motive to evade legal liability towards the Nigam. The present application is nothing but the same was filed in gross abuse of process of law and requested that the application of the petitioner may kindly be dismissed with costs throughout.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided after hearing both the parties that the petitioner should submit his written request to the XEN/Op. Division, DHBVN, Hansi for refunding his estimate amount, if permissible as per instructions of the Nigam. Further, the Forum directed the XEN/Op. Division, DHBVN, Hansi that after receipt of request of the petitioner, he will issue a speaking order in this case and submit report within 15 days positively. The case is adjourned for next date.

To-day, the proceedings held at Hisar on 27/05/2014. The consumer as well as counsel/representative of the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. SPL-4 dated 27/05/2014, stating therein that this Hon'ble Forum vide its order dated 24/04/2014 had directed the petitioner to submit written representation with the concerned office of the Nigam and after receipt of the same, the concerned office had to pass speaking order. The XEN/Op. Division, DHBVN, Hisar in compliance of the order dated 24/04/2014 and after scrutinizing the facts and in view of the

-: 2 :-

standing instructions of the Nigam did not find representation of the petitioner feasible for acceptance and had passed speaking order which is given below:

"In response to the representation of Sh. Ram Phal S/o Sh. Ram Dhari dated 20/05/2014 and decision of Hon'ble CGRF, Vidyut Sadan, Hisar dated 05/05/2014 and on going through the record of Sub Division, it is observed that Sh. Ram Phal S/o Sh. Ram Dhari applied for release of tube well connection vide A&A No. 49920 dated 27/11/2009. Demand notice issued to the consumer and he submitted the test report on 17/08/2012 along with required amount of Rs.37,500/- for erection of 3 No. poles, whereas Sh. Jagbir S/o Sh. Rati Ram complied with demand notice on 22/08/2012. As per instruction of Nigam, the consumer who submits test report prior to other consumer is senior to him i.e. seniority for release of connection is fixed as per date of test report & deposit of full amount. So, the amount charged from Sh. Ram Phal is correct and as per instruction of Nigam.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided that the cost of tube well connection of 3 spans deposited by the petitioner for LT line is justified. As such, the claim is denied and the case is dismissed. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 27th May, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-867/2014

Date of Institution: 24.04.2014

Date of Hearing: 27.05.2014

Date of Order: 27.05.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Rohtash S/o Sh. Thandi Ram, R/o Tower Colony,
Opposite Gate No.3, Hisar Cantt., Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division No.II, DHBVN, Hisar.

2.SDO/Op. Sub-Division, DHBVN, Satrod, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.NodalOfficer/CGRF,DHBVN,Hansi .
2.Counsel/representative of Sub-
Divn.,DHBVN, Satrod,Hisar.

ORDER

Sh. Rohtash S/o Sh. Thandi Ram, R/o Tower Colony, Opposite Gate No.3, Hisar Cantt., Hisar has got an electricity connection vide A/C No. SS21-3603 under SDO/Op. Sub-Division, DHBVN, Satrod, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent has made a false theft case and charged compounding amount twice worth Rs.2,40,000/- along with surcharge from the bills of the petitioner and requested to refund the same and the respondent may further be directed to restore the electricity supply at the premises of the petitioner.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/05/2014 at Hisar for hearing of the case.

To-day, the proceedings held on 27/05/2014 at Hisar. The consumer is not present but the counsel/representative of the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. SPL-5 dated 27/05/2014, stating therein that the application of the applicant is in fructuous as all the refund as admissible to the applicant stands already allowed and a sum of Rs.3,18,000/- stands refunded in the account of the petitioner which includes a sum of Rs.2,40,000/- towards compounding and remaining amount refunded towards interest. It is pertinent to mention over here that due to some inadvertence, the compounding amount of Rs.2,40,000/- has been added in the electric bills of the petitioner and the surcharge was levied upon the same but after receipt of the complaint of the petitioner, the same was removed from the account of the petitioner and his account stands overhauled. The respondent stated that the application of the petitioner is liable to be dismissed as all the necessary refund stand made to the petitioner. The respondent also submitted the affidavit given by the consumer and stated therein that now no grievance is left in respect of the compounding charges and the surcharge levied upon the same and he does not want to proceed with the present petition.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided that as per reply submitted by the respondent SDO as well as written consent given by the consumer on affidavit, the grievance of the consumer has been redressed and the case is closed. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 27th May, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-874/2014

Date of Institution: 14.05.2014

Date of Hearing: 27.05.2014

Date of Order: 27.05.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Mahavir Parsad, SDO(Telephone), Telephone Exchange, Model Town, Hansi, Distt., Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO/Op. Sub-Division, DHBVN, Hansi.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.NodalOfficer/CGRF,DHBVN,Hansi .

2.Counsel/CA of Sub-Divn.,DHBVN, Hansi.

ORDER

Sh. Mahavir Singh, SDO(Telephone), Telephone Exchange, Model Town, Hansi, Distt., Hisar has got an electricity connection vide A/C No. JRHZ-0010 (Old A/C No. H31-LS-952) under SDO/Op. Sub-Division, DHBVN, Hansi, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his office electricity bill for the month of April, 2014, his due date of payment was 03.05.2014. But the complainant got checked from his office on dated 01/05/2014 at 13.30 P.M. that on that day was holiday in lieu of Parsuram Jayanti and on dated 03/05/2014, the day of Saturday (Haryana Holiday). The complainant requested the Hon'ble Forum to wave off the surcharge.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/05/2014 at Hisar for hearing of the case.

To-day, the proceedings held on 27/05/2014 at Hisar. The consumer as well as counsel/representative of the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. 2405/06 dated 23/05/2014, stating therein that the reading was taken on dated 30/03/2014 by SANDS and bill generated on dated 03/04/2014 and bill delivered to the Guard of the office of Telephone Exchange on the next day dated 04/04/2014 and due date for payment of 03/05/2014. The grace period for deposit the energy bill was one month. In the complaint, the complainant said there was holiday on dated 01/05/2014 (Thursday) as a May day but on dt. 01/05/2014 and on dated 02/05/2014 (Friday) was also holiday of Parshuram Jayanti and on dated 03/05/2014 (Saturday) was Haryana Govt. Holiday. In this regard, the para-wise reply is as under:

1. As per Nigam Calendar, the 1st May 2014 (Thursday) so the counter was closed on dt.01/05/2014 (Due to Parshuram Jayanti).
2. There was not holiday on dt. 02/05/2014 (Friday) and counter was open for the collection of cash of energy bill vide CCR Book No. 181 NDS & 186 DS and pay in slip for deposit the case in SBP Bank, Hansi.
3. His office counter has opened every Saturday as per Nigam instruction advertisement for open the cash counter on Saturday for collection the cash of energy bill in the Town.
4. The consumers was deposited their energy bill on dt. 03/05/2014 on Saturday vide CCR Book No. 181 NDS & 186 DS.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided that as per reply submitted by the respondent SDO that surcharge waiver benefit cannot be given to the consumer on the plea that the office of SDO was closed on the last due date of the bill is not acceptable in view of the opening of the S/Division office on dated 03/05/2014, as is quite evident from the CCR book dt. 03/05/2014 and case is closed. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 27th May, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-876/2014

Date of Institution: 21.05.2014

Date of Hearing: 27.05.2014

Date of Order: 27.05.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Rattan Singh S/o Sh. Banwari Lal, Ward No.4, V&P.O. Narnaund, Tehsil, Hansi, Distt., Hisar regarding tube well connection.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO/Op. Sub-Division, DHBVN,Narnaund.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.NodalOfficer/CGRF,DHBVN,Hansi .
2.Counsel/representative of Sub-
Divn.,DHBVN, Narnaund.

ORDER

Sh. Rattan Singh S/o Sh. Banwari Lal, Ward No.4, V&P.O. Narnaund, Distt., Hisar has applied for tube well connection vide application No. 71639/AP under SDO/Op. Sub-Division, DHBVN, Narnaund, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he has applied for tube well connection vide application No. 71639/AP dated 24/09/2010 and completed all the formalities as required by the respondent Nigam. The complainant deposited Rs.25000/- of 2 spans estimate, but the contractor has erected only one pole and requested for refund of one pole amount i.e. Rs.12,500/- and requested for release of his tube well connection.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/05/2014 at Hisar for hearing of the case.

To-day, the proceedings held on 27/05/2014 at Hisar. The consumer as well as counsel/representative of the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. SPL-2 dated 27/05/2014, stating therein that the respondent Nigam in furtherance of their genuine efforts had already released the electric connection to the petitioner on dated 22/05/2014. That the electric connection to the field of the petitioner was released from the T/F installed near the field of Suresh Sharma against the sanction estimate of 2 poles. That for stretching the line to the field of the petitioner, only one pole was installed. The petitioner had deposited the estimate of 2 poles. The respondent undertakes to adjust the amount of one pole in the next future bill of the petitioner. It is submitted over here that the office of the respondent were in receipt of representation from the petitioner with regard to falling of the pole upon which the electric wire stands stretched for supplying electricity at the field of the petitioner and the respondent after receipt of representation, had changed the electric pole with new one at the cost of the Nigam and all the grievance of the petitioner stands redressed and now the petitioner is not at any issue with the Nigam.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided that excess amount be adjusted in his bill. The respondent SDO is also directed that the refund of the consumer be reflected in the first energy bill. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 27th May, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



DAKSHIN HARYANA BIJLI VITRAN NIGAM
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Case No. DH/CGRF-886/2014
Date of Institution: 09.06.2014
Date of Hearing: 11.06.2014
Date of Order: 11.06.2014

(Hearing at Palwal)

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Member-I
Sh. Satish Malik, Member-III

In the matter of complaint of Sh.Shashi Bhushan Sharma, SCO No. 88, Sector-56, Gurgaon regarding metering & resealing problem.

.....Complainant/Petitioner

V/s

1. DGM, S/U Division , DHBVN, Gurgaon.
2.SDO/CCC S/City S/Division, DHBVN, Kanhai,Gurgaon.

.....Respondents

Appearance:-

For Complainant:

1.Present in person.

For the Respondent:

1.Nodal Officer,CGRF, DHBVN, Hisar.
2.CA of CCC S/City S/Dn., DHBVN, Kanhai, Gurgaon.

ORDER

Sh. Shashi Bhushan Sharma, SCO No. 88, Sector-56, Gurgaon has got an electricity connection bearing A/C No. SFND-0111 under SDO/CCC S/City Sub-Division, DHBVN, Kanhai, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that after complaint, a Lineman came and opened the box of meter to check the fault after breaking the seal. The consumer immediately informed to the then JE Mr. Hari. Next morning, the consumer personally meet and informed in written to SDO Kanhai Village which was duly signed by SDO and duly received under dairy No. 5814 dated 06/12/2013. The complainant visits the respondent office many times but nobody came to reseal the meter box. On dated 21/05/2014, the complainant again visit SDO office personally and requested for resealing as again they have to repair our inside cable. The respondent immediately disconnected his connection from pole and assured that they reseal the box next day but no action have been taken till date. The complainant also requested to reseal the meter box, restoration of supply and take action against erring staff who are harassing and blacking the consumer.

The complaint was forwarded to the respondent SDO/Nodal Officer for filing the Nigam's version and both the parties were asked on telephone to appear before the Forum on 11/06/2014 at Palwal for hearing of the case.

To-day, the proceedings held at Palwal on 11/06/2014. The consumer as well as CA of the respondent SDO is present. The respondent SDO verbally stated that the grievance of the consumer has been redressed.

After going through the case file, the information/documents supplied by the appellant as on the date of hearing and discussion held during the course of hearing in the case, the Forum has noticed that the supply of the consumer was disconnected on 21/05/2014, SDO requested to XEN/Op. S/U Division, Gurgaon for getting approval for resealing the meter and panel, XEN requested on 23/05/2014 and after approval of concerned SE/Op. Circle, DHBVN, Faridabad, the SDO/CCC S/City Sub-Divn., Kanhai, Gurgaon requested to XEN/M&P, Gurgaon vide his office memo No. 894 dated 09/06/2014. Accordingly, the supply was restored after resealing of the meter and panel on dated 11/06/2014 as per the confirmation made telephonically by the concerned SDO. However, the SDO could not ensure his availability before the Forum on dated 11/06/2014 due to being busy in maintaining the continuity of supply. The Forum has inferred that there had been delayed in restoration of supply to the consumer i.e. after 21 days which clearly shows unnecessary harassment to the consumer which may please be avoided in future. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 11th June, 2014.

(R.N.Garg)
Chairman

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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(website: www.dhbvn.com) (e-mail ID: cgrfdhbvn@gmail.com)

Case No. DH/CGRF-851/2014

Date of Institution: 28.02.2014

Date of Hearing: 01.04.2014&03.06.2014

Date of Order: 03.06.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. Satish Malik, Member-III

In the matter of complaint of Smt. Jaswanti W/o Sh. Jai Singh, Village, Rasgan, P.O. Dungerwas, Tehsil & Distt., Rewari regarding non-refund of illegal development and one time NDS connection charges.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Dharuhera.

2.SDO/Op. Sub-Division, DHBVN, Dharuhera.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar

2.SDO of Sub-Division,
DHBVN,Dharuhera.

ORDER

Smt. Jaswanti W/o Sh. Jai Singh, Village Rasgan, P.O. Dungerwas, Tehsil & Distt., Rewari has applied for NDS connection vide A&A No. 43793/NDS dated 16.06.2013 under SDO, Sub-Division, DHBVN, Dharuhera, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent had taken illegal development and one time NDS connection charges. The complainant requested to refund the illegal development and one time NDS connection charges.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 01/04/2014 at Rewari for hearing of the case.

During the proceedings held on 01/04/2014 at Rewari. The consumer is not present but the respondent SDO of the sub-division is present. The respondent SDO has submitted reply through Nodal Officer vide his office memo No. 579 dated 26/03/2014, stating therein that Smt. Jaswanti W/o Sh. Jai Singh resident of Village Rasgan had applied for NDS connection vide A&A No. 43793/NDS dated 16/06/2013. A sum of Rs.5000/- as one time charges for NDS connection and Rs.1440/- as development charges @ Rs.15/- per yard were taken from applicant. The total built up area shown by Sh. Joginder Singh, JE is 96 Yards. These charges have been rightly taken as per SMI No. 1.7. Hence, the amount is non-refundable.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, this Forum has concluded and decided that in view of reply of respondent SDO, the case is adjourned for next date due to non-presence of complainant.

To-day, the proceedings held at Rewari on 03/06/2014. The consumer is not present but the respondent SDO is present. The respondent SDO verbally stated that his office has already submitted his reply on the previous hearing and the amount charged by his office is in order as per SMI No. 1.7, hence, the amount is non-refundable.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, this Forum has concluded and decided that the amount charged by the respondent SDO is chargeable and is in order. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 3rd June, 2014.

(R.N.Garg)
Chairman

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-873/2014

Date of Institution: 12.05.2014

Date of Hearing: 27.05.2014, 27.06.2014
& 08.07.2014

Date of Order: 08.07.2014.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Tek Chand S/o Sh. Kanihya Lal, V&P.O. Milkpur Kheri
Roj, Tehsil, Narnaund, Distt., Hisar regarding tube well connection.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO/Op. Sub-Division, DHBVN, Narnaund.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.NodalOfficer/CGRF, DHBVN, Hisar.
2.SDO/Counsel of Sub Divn., DHBVN,
Narnaund.

ORDER

Sh. Tek Chand S/o Sh. Kanihya Lal, V&P.O. Milkpur Kheri Roj, Tehsil, Narnaund, Distt., Hisar has applied for tube well connection vide app. No. 53986/AP under SDO/Op. Sub-Division, DHBVN, Narnaund, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he had applied for tube well connection on dated 20/05/2011 and deposited Security Rs.20,000/- plus Rs.1000/- on dated 20/05/2011 and Rs.1,34,697/- on dated 24/12/2013. The Complainant requested the Hon'ble Forum to release his connection immediately.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/05/2014 at Hisar for hearing of the case.

During the proceedings held on 27/05/2014 at Hisar. The consumer as well as counsel/representative of the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. SPL-1 dated 27/05/2014, stating therein that the respondent Nigam in furtherance of their genuine efforts had already allotted the work of releasing electricity connection to one M/s Sheoran Electrical vide work order dated 11/04/2014 and as per the work order, the contractor had to complete the allotted work within 60 days from the date of issuance of work order. That in the seniority list of HT electric connection, the petitioner is trailing at Sr.No.2 and as per the work order, the electric connection at the field of the petitioner was likely to be release on or before 11/06/2014 and if the contractor failed to fulfill the contractual obligation, then in that eventuality, the Nigam is free to proceed with the allotted work at the risk and cost of the contractor.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO that the work of the consumer be done by 11/06/2014 positively. The case is adjourned for next date.

During the proceedings held at Hisar on 27/06/2014. The representative of the consumer as well as counsel/representative of the respondent SDO is present. The consumer submitted his written request that his tube well connection line has completed on 25/06/2014 and he deposited the cost of meter in the respondent office on 26/06/2014, so that the respondent should provide him the electricity meter. The Forum directed the Nodal Officer, CGRF, DHBVN, Hisar to release his T/well connection on or before the next date of hearing which is fixed for 08/07/2014.

To-day, the proceedings held at Hisar on 08/07/2014. The consumer as well as respondent SDO & Counsel of the sub-division is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. Special 1 dated 08/07/2014, stating therein that the Hon'ble Forum directed the respondent to install the electric meter at the premises of the petitioner and as per the direction imparted by this Hon'ble court, the respondent had released the electric connection at the premises of the petitioner on dated 03/07/2014.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded & decided that the grievance of the consumer has been redressed as per reply submitted by the respondent SDO. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 8th July, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-881/2014

Date of Institution: 02.06.2014

Date of Hearing: 27.06.2014 &

08.07.2014

Date of Order: 08.07.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Chetan S/o Sh. Ram Partap, V&P.O. Kinnar, Tehsil, Hansi, Distt., Hisar regarding tube well connection under self execution scheme.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO/Op. Sub-Division, DHBVN, Narnaund.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar.
2.SDO/Counsel of Sub Divn.,DHBVN,
Narnaund.

ORDER

Sh. Chetan S/o Sh. Ram Partap, V&P.O. Kinnar, Tehsil, Hansi, Distt., Hisar has applied for tube well connection under self execution scheme vide application No. 57227/AP dated 11.02.2014 under SDO/Op. Sub-Division, DHBVN, Narnaund, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that:

1. The complainant applied for tube well electric connection under self execution scheme for agriculture purpose(AP) with the respondent vide application No. 57227/AP dated 11/02/2014 and deposited the required money of Rs.1000/- vide receipt No. 2/00382 dated 11/02/2014. The complainant completed all the formalities as required by the Nigam/respondent.
2. Thereafter the AFM of the Nigam inspected the spot and submitted certificate of site verification and ALM also gave no dues certificate. The official of the Nigam prepared the estimate and petitioner completed the entire necessary requirement.
3. To execute the work at the spot, the petitioner approached and approved contractor of the Nigam, namely Bihari Lal Sharma and deposited the cost of necessary material. Sh. Bihari Lal Sharma sought permission from the respondent which was given to him. Sh. Bihari Lal Sharma contractor completed the work at the spot and issued worka completion certificate on dated 07/03/2014.
4. The SE/Op. Circle, DHBVN, Hisar wrote a letter dated 10/03/2014 and 18/03/2014 to the XEN to release the connection under self execution scheme after collecting the ACSR conductor and T/F.
5. In spite of above facts and completion of all the formalities, the respondent did not provide the electric connection to the petitioner inspite aof the repeated requests made by the petitioner.
6. The petitioner is immediately required the electricity connection because he has to sow paddy and cotton crops and required sufficient water for this purpose but due to non-releasing of electricity connection, the petitioner is unable to run his tube well and will suffer irreparable loss. The livelihood of the family of the petitioner is entirely dependent upon the land in question.
7. The respondent is legally bound to provide the electricity connection under self execution scheme within stipulated period as given in their own instruction and Electricity Act.
8. The respondent is deficient in providing service to the petitioner and is guilty of unfair trade practice.
9. No such similar petition on the same subject matter has ever been filed earlier or decided by any court of competent jurisdiction.

The petitioner prayed that the petition of the petitioner may kindly be accepted and the respondent be directed to provide the electric connection to the petitioner immediately. The petitioner further prayed that the respondent may kindly be directed to pay Rs.50,000/- as compensation on account of mental and physical paid suffered on the petitioner.

-: 2 :-

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/06/2014 at Hisar for hearing of the case.

During the proceedings held on 27/06/2014 at Hisar. The consumer as well as counsel/representative of the respondent SDO is present. The respondent SDO submitted reply through

Nodal Officer vide his office memo No. Spl-3 dated 23/06/2014, stating therein that the complainant had applied for tube well connection under self execution scheme and the file of the petitioner was marked to concerned JE In-charge. After that the JE referred the file to the concerned AFM for site verification. After verifying the site, the AFM had submitted the rough sketch showing the connection to be released from Koth AP feeder. The respondent considering the same correct had prepared the estimate. During mean time, the respondent personally visited the site and during visit an astonishing fact came into the knowledge of the respondent that the site shown in the rough site sketch was not of the AP feeder and the same in actual was RDS feeder and the petitioner in collusion with the concerned AFM had shown the same to be the AP feeder. As per the standing instructions of the Nigam, no electric connection can be released from the RDS feeder and the AP connection can only be released from the AP feeder otherwise the basic purpose of segregation of feeders stands frustrated. On the unethical activity on the part of the concerned AFM, the respondent had already issued a letter to him for facing disciplinary proceedings.

The complainant has also submitted the name of three persons; namely, Sh. Trilok S/o Sh. Omparkash, Sh. Sunil Kumar S/o Sh. Bir Singh & Sh. Subhash S/o Sh. Nafe Singh, whose AP connections have been released from RDS feeder.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and directed the respondent SDO will present on the next date of hearing and explain his office status of the case with copy of estimate made by the official and explain how the above three no. AP connections have been released from RDS feeder. Further SDO is directed that the official who prepared the estimate will also present on the next date of hearing. The case is adjourned for next date.

To-day, the proceedings held at Hisar on 08/07/2014. The consumer as well as respondent SDO & Counsel of the sub-division is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. Special-3 dated 08/07/2014, stating therein that the Hon'ble Forum required the respondent to submit the status of the electric connection of Sh. Trilok, Sunil and Subhash and after receipt of the order, the respondent had verified the same from the official record and as per the available official record, there was no electric connection released of Sunil and Subhash from the Koth Feeder. However, during the scrutiny of the record, it revealed that one Trilok in collusion with the concerned Area In-charge had succeeded in getting the AP connection released from the RDS feeder by showing the same as AP feeder and as soon as the respondent came to know about

-: 3 :-

the same, the respondent had disconnected the electric supply of Sh. Trilok from the DS feeder and had also removed the meter from the site.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum concluded as per the submission made by the respondent SDO, 14 Nos. AP consumers are being fed from 11KV Koth Domestic Feeder and the consumer is aggrieved one due to ensuing paddy season and the Forum direct the respondent SDO to release the connection of the consumer from 11KV Koth Domestic Feeder itself till the required action under the rules & regulations of the Nigam is taken against all the other 14 Nos. consumers already

running on the RDS feeder to avoid any further loss to the complainant. However, the supply of the consumer is to be restored as metered one to avoid any loss to the Nigam. The Forum further direct the concerned XEN to enquire the name of the officers/officials involved in releasing these AP connections from 11KV DS feeder contradictory to the instructions of the Nigam along with the comments and action taken against delinquent officers/officials. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 8th July, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-883/2014

Date of Institution: 12.06.2014

Date of Hearing: 27.06.2014&08.07.2014

Date of Order: 08.07.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Ranbir Singh S/o Sh. Prabhu Ram, Shop No. B-11,
Devi LaL Market, Near Bus Stand, Hansi, Distt., Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO/Op. City Sub-Division, DHBVN, Hansi.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar.
2.Counsel/representative of Sub
Divn.,DHBVN, Hisar.

ORDER

Sh. Ranbir Singh S/o Sh. Parbhu Ram, (user), Shop No. B-11, Devi Lal Market, Near Bus Stand, Hansi, Distt., Hisar (A/C No. A2-21/7183 in the name of Sh. Balwan Singh S/o Sh. Ram Kesh) has got an electricity connection vide A/C No. A2-21/7183 under SDO/Op. Sub-Division, DHBVN, Hansi, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he has represented on dated 27.12.2013 to the SDO, City to check his meter and they had checked the meter and working of the meter was found O.K. After two months, two no. officials visit the premises of the complainant. The official of the respondent has asked to the consumer to install his meter outside the house. The respondent officials demanded Rs. 2550/- and remove the old meter and install the new meter. After that the respondent Nigam has issued a notice of Rs. 71000/- pm dated 06.06.2014.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/06/2014 at Hisar for hearing of the case.

During the proceedings held at Hisar on 27/06/2014. The consumer is not present but the counsel/representative of the respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF vide his office memo No. Spl-4 dated 27/06/2014, stating therein that to prevent the theft of electricity by the consumers to some extent had shortlisted consumers in Hansi, whose consumption pattern recorded by the meter was found very low in comparison to their sanctioned load and had decided to get check the meters of those suspected consumer from the M&T Lab. After removal of the meter of the applicant along with other consumers of the area, new meters were got installed till the decision of the result of the Lab and with a view to ascertain the actual consumption of the consumers whose meters were got removed on account of suspect. After thorough checking of the meter of the applicant, the M&T Lab had declared the meter of the applicant as tampered one and by such tampering the applicant had made the meter manipulative and the same will record the reading as per the wish and will of the applicant. After receipt of Lab report, his office had issued notice whereby required the applicant to deposit a sum of Rs.61048/- on account of loss caused to the Nigam and had also issued notice whereby required the applicant to deposit a sum of Rs.10000/- on account of compounding amount and the applicant is bound to pay the same.

After going through the case file, the information/documents supplied by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided to adjourn the case for next date due to non-presence of the complainant.

To-day, the proceedings held at Hisar on 08/07/2014. The consumer as well as counsel/representative of the sub-division is present. The counsel of the respondent stated that he has already submitted his reply on the previous proceedings held on 27/06/2014 and this is a theft case as per checking report of M&T Lab.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum concluded and decided that this is a theft case. Being theft case, this Forum cannot adjudicate this case. The Forum disposed off the petition without any cost on either side and case is dismissed.

File be consigned to record.

Given under our hands on this day of 8th July, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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Case No. DH/CGRF-893/2014

Date of Institution: 25.06.2014

Date of Hearing: 27.06.2014&08.07.2014

Date of Order: 08.07.2014.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Mahabir Singh C/o Sh. Shankar Lal, V&P.O. Sisai, Tehsil, Hansi, Distt., Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO/City Sub-Division, DHBVN, Hansi.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar.
2.Representative of Sub Divn.,DHBVN,
Hansi.

ORDER

Sh. Mahabir Singh C/o Sh. Shankar Lal, V&P.O. Sisai, Tehsil, Hansi, Distt., Hisar has got an electricity connection vide A/C No. SB1D-435/DS. under SDO/City Sub-Division, DHBVN, Hansi, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent has issued excess electricity bill and requested for correction of his wrong bill.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/06/2014 at Hisar for hearing of the case.

During the proceedings held on 27/06/2014 at Hisar. The consumer is present but the respondent is not present. The Nodal Officer stated that due to late receipt of complaint, his office could not prepare the reply in time and requested for next date. Request granted.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has adjourned the case for next date on the request of the Nodal Officer/CGRF.

To-day, the proceedings held at Hisar on 08/07/2014. The consumer as well as representative of respondent is present. The respondent submitted the copy of LL-1, SC&AR register, Notice to the consumer, Consumer bill ending 06/2014, letter sent to consumer & Sales Circular through Nodal Officer/CGRF, vide his memo No. 1226 dated 07/07/2014.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, the Forum has inferred that this is a case of un-authorized extension of load while checking the premises vide LL-1 No. 18/1626 dated 29/10/2013 whereas the notice to the consumer has been given under Section-135 in a hasty way. This is contradictory to the instructions of the Nigam as well as showing un-necessary harassment to the consumer. The Forum decides that no action be taken on the checking of dated 29/10/2013. Any charges made through this checking be refunded to the consumer within a week's time and case is closed. The Forum disposed off the petition without any cost on either side and the case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 8th July, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM**

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Case No. DH/CGRF-898/2014

Date of Institution: 07.07.2014

Date of Hearing: 08.07.2014

Date of Order: 08.07.2014.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Chairman

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Bhupender Singh S/o Sh. Mukand Lal, V&P.O. Saharwa, Tehsil & Distt., Hisar regarding billing & metering problems.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division No. II, DHBVN, Hisar.

2.SDO/Op. Sub-Division, DHBVN, Satrod, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar.

2.SDO of Sub Divn.,DHBVN, Satrod.

ORDER

Sh. Bhupender Singh S/o Sh. Mukand Lal, V&P.O. Saharwa, Tehsil & Distt., Hisar has got an electricity connection vide A/C No. SW1D-0490 under SDO/Op. Sub-Division, DHBVN, Satrod, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent has issued wrong electricity bill and requested for correction of his wrong bill.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 08/07/2014 at Hisar for hearing of the case.

To-day, the proceedings held at Hisar on 08/07/2014. The consumer as well as respondent SDO is present. The respondent SDO submitted reply vide his office memo No. 11055 dated 08/07/2014, stating therein that aforesaid complaint relates with the matter of "Theft of energy" not about billing & metering problems. It is pertinent to mention here that the cases of theft of energy are not under the preview of Hon'ble Forum for Redressal of Consumer Grievances, DHBVN, Hisar.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, the Forum has inferred that this is a case of theft of energy. Being theft case, this Forum cannot adjudicate the case. The Forum disposed off the petition without any cost on either side and case is dismissed.

File be consigned to record.

Given under our hands on this day of 8th July, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005
Telephone No. 01662-223081
(website: www.dhbvn.com) (e-mail ID: cgrfdhbvn@gmail.com)**

**Case No. DH/CGRF-887/2014
Date of Institution: 17.06.2014
Date of Hearing: 15.07.2014
Date of Order: 15.07.2014**

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.N.Garg, Member-I
Sh. R.V.Bari, Member-II
Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Harnarayan, V&P.O. Alampur, Tehsil, Tosham, Distt., Bhiwani regarding voltage problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. City Division , DHBVN, Bhiwani.
2.SDO/Op. S/Division No.1, DHBVN, Tosham.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar
2.SDO of Sub-Divn. No.1, DHBVN,
Tosham

ORDER

Sh. Harnarayan, V&P.O. Alampur, Tehsil, Tosham, Distt., Bhiwani has got an electricity AP connection A/C No. JH52-1033 under SDO/Op. Sub-Division No.1, DHBVN, Tosham, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that the respondent SDO is not installing the G.O. switch and the T/F bushing is also damaged. The consumer requested the Hon'ble Forum to redress his grievance.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/07/2014 at Bhiwani for hearing of the case.

To-day, the proceedings held at Bhiwani on 17/06/2014. The consumer is not present but the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. 2102 dated 11/07/2014, stating therein that the T/Well connection of Sh. Harnarayan, Village, Alampur was released in 2004 and that time G.O. Switch was not available in the Nigam store. The consumers pressing very hard for release their connection. The management keeping in view the problem of formers decides to release the AP connections without G.O. Switch. Estimate for providing G.O. Switch has been sanctioned vide estimate No. TS208/2014-15 and G.O. Switch has been drawn and will be installed up to 15/07/2014. The Distribution T/F of consumer is running well and bushing of the Distribution T/F is in O.K. condition. The supply of the consumer is O.K.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO that he should obtain the consent of the consumer and submit compliance report to the Forum. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 15th July, 2014.

(R.N.Garg)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Case No. DH/CGRF-863/2014

Date of Institution: 07.04.2014

**Date of Hearing: 13.05.2014,01.07.2014
& 06.08.2014**

Date of Order: 06.08.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. A.K.Bansal, Member-I

Sh. R.V. Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Krishan Kumar S/o Sh. Wazir Singh, V&P.O.
Peggan, Tehsil & Distt., Jind regarding tube well connection.

.....Complainant/Petitioner

V/s

1.Xen/Op. Division, DHBVN, Jind.

2.SDO/Op. Sub-Division, DHBVN, Naguran.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present in person.

1. Nodal Officer/CGRF,DHBVN, Hisar.

2. SDO of Sub Divn. Naguran.

ORDER

Sh. Krishan Kumar S/o Sh. Wazir Singh, V&P.O. Peggan, Tehsil & Distt., Jind has applied for tube well connection and deposited security vide receipt No. 321/061876 and deposited 1.5% vide receipt No. 379/061876 dated 10/02/2011 under SDO/Op. Sub-Division, DHBVN, Naguran, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that the consumer has applied for new tube well connection under self execution scheme and deposited security plus 1.5% of the total estimate. But the respondent has not given any satisfactory reply till to-day. The consumer requested for releasing his tube well connection immediately.

The complaint was entertained and forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/05/2014 at Jind.

During the proceedings held at Jind on 13/05/2014. The consumer as well as respondent SDO of the sub-division is present. The respondent SDO verbally stated that the file of the consumer is misplaced due to which his office could not prepare the reply in time and requested for next date.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded and directed Sh. Hari Dutt, XEN/Op. Division, Jind to-do the needful on the complaint of the consumer and decide to issue the tube well connection on merits to avoid further harassment to the consumer within next 15 days under intimation to this Forum. The case is adjourned for next date.

During the proceedings held at Jind on 01/07/2014. The consumer is not present but the respondent SDO is present. The respondent SDO verbally stated that due to transfer of XEN/Op. Division, DHBVN, Jind i.e. Sh. Hari Dutt, the decision could not be taken.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to release the connection of the consumer immediately and compliance report be submitted along with written consent of the consumer that his grievance has been redressed, within 7 days positively, so that the case may be decided on merits. The case is adjourned for next date.

To-day, the proceedings held at Jind on 06/08/2014. The consumer as well as respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF vide his office memo No. 982 DATED 06/08/2014, stating therein that the AP connection of the applicant has been released vide SCO No. 53/603 dated 04/07/2014 in compliance of Forum order dated 13/05/2014.

The complainant has also given his consent in writing that his tube well connection has been released by the respondent SDO.

-: 2 :-

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded and decided that the grievance of the consumer has been redressed, as per consent given in writing by the consumer as well as reply submitted by the respondent SDO. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 6th August, 2014.

(A.K.Bansal)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-868/2014

Date of Institution: 29.04.2014

**Date of Hearing: 13.05.2014,01.07.2014
&06.08.2014**

Date of Order: 06.08.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. A.K.Bansal, Member-I

Sh. R.V. Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Ravinder Kumar S/o Sh. Chander Bhan Arya, H.No. 756/5, Hakikat Nagar, Narwana Road, Jind regarding harassment by the department.

.....Complainant/Petitioner

V/s

1.Xen/Op. Division, DHBVN, Jind.

2.SDO/Op. S/U Sub-Division No.1, DHBVN, Jind.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present in person.

1. Nodal Officer/CGRF, DHBVN, Hisar.

2. CA of S/U Sub Divn. No.1, Jind.

ORDER

Sh. Ravinder Kumar S/o Sh. Chander Bhan Arya, H.No. 756/5, Hakikat Nagar, Narwana Road, Jind, has got an electricity connection A/C No. BC11/840/DS under SDO/Op. S/U Sub-Division No.1, DHBVN, Jind, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he has got an electricity connection in his father's name. The meter is running fast and requested the respondent officials to check his faulty meter and change the same. The respondent officials demanded money for replacing the faulty meter. The consumer requested the Hon'ble Forum to take action against the delinquent officials and replace the faulty meter.

The complaint was entertained and forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/05/2014 at Jind.

During the proceedings held at Jind on 13/05/2014. The consumer as well as the respondent SDO of the sub-division is present. The respondent SDO has not submitted any reply of the complaint.

After going through the case file, the information/documents supplied by the appellant and discussion held during the course of hearing in the case, the Forum concluded and decided that the case be sent to the DGM/Enforcement (Vigilance), DHBVN, Hisar to investigate the matter and submit report within 15 days positively. The case is adjourned for next date.

During the proceedings held at Jind on 01/07/2014. The consumer as well as respondent SDO is present. The respondent SDO wrote a letter to XEN/Op. Division, DHBVN, Jind vide memo No. 1944 dated 13/05/2014, which is submitted to the Forum by XEN/Op. Jind vide his office memo No. Ch-134/PF-3881 dated 28/05/2014. The respondent SDO stating in his letter that on 11/09/2013, Sh. Kuldeep Singh, JE who was area In-charge, matter was reported to him. But there is no record of Rs.20,000/- demanded from the complainant and after 4 days on 15/09/2013, Sh. Surender Singh, ALM has visited to him. Of course, Sh. Rajesh Verma, LM has not visited to him. It is also right that on 19/09/2013, Sh. Kuldeep, JE has visited to Ravinder's neighbour Devender Verma and explained that Rs.3000/- expenditure for the meter, as he was unknown to say that what will the cost of meter. It is also explained that meter will be replaced within two days by him. It is also seems to right that Rs.3000/- has been

received by Sh. Kuldeep, JE, area In-charge GSC In-charge and now he is posted at S/U

-: 2 :-

S/Divn., Pehowa, UHBVN. It also seems to be right that he might have told to the complainant that burnt meter will be shown in place of defective meter & it is also seems to be right that Sh. Kuldeep, JE has taken other application for destroying the old application and it also seems to be right on 17/10/2013, meter will be sealed and send to the M&T lab Hisar for onward testing, but it is wrong to accept that some of bad words has been used to his wife and children by Surender Singh, ALM, MCO was effected vide Sr. No.37 book No. 761 dated 23/10/2013.

Hence, the meter would have been packed & sealed and same has been sent to M&T lab, Hisar for genuineness of seal as well as the accuracy of the meter and same has not been carried out till-to-date. It is also seems that some of person from his department went to complainant for compromising the same, they were success in that of course, it is right that cost of the meter was Rs.1250/- in place of Rs.3000/- which was taken by Sh. Kuldeep Singh, JE rest of Rs.1750/- would have been returned by Kuldeep Singh, JE to the consumer.

Finally, it is concluded that Sh. Kuldeep Singh, JE was main culprit in this case. Hence, the disciplinary action would be taken accordingly. Sh. Surender Singh, ALM as well as Sh. Ajmer Singh, ALM has also the part of the game. Hence, they would have been warned in this case.

Sh. Rajesh Verma, LM gave his statement, stating therein that the complainant come to the office write the words as per the complainant desired on application. So, he was not playing the game but was taking part in clapping of that game. So, therefore, he also to be warned not take part such type to game.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded and directed the respondent SDO that the account of the consumer may be overhauled on the basis of new meter consumption and adjust the amount of the consumer which is charged on average basis from the consumer. In the previous proceedings, the XEN/Enforcement (Vigilance), DHBVN, Hisar was directed to submit the investigation report of the case within 15 days positively. But the investigation report has not been submitted by the XEN/Enforcement. The Forum further directed the Nodal Officer that he will obtain investigation report from XEN/Enforcement, DHBVN, Hisar and submit it within a week's time, so that the case may be decided on merits. The case is adjourned for next date.

-: 3 :-

To-day, the proceedings held at Jind on 06/08/2014. The consumer as well as CA of the respondent Sub-division is present. The representative of respondent SDO as well as Nodal Officer/CGRF verbally stated that the XEN/Enforcement (Vigilance), DHBVN, Hisar has not submitted his investigation report till-to-day. The respondent SDO submitted reply through Nodal Officer/CGRF along with M&P meter checking report vide his office memo No. 2791 dated 06/08/2014, stating therein that the account of consumer will be overhauled on the basis of consumption of new meter.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded and directed the respondent SDO to overhaul the account of the consumer on the basis of new meter consumption and compliance report be submitted to this Forum. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 6th August, 2014.

(A.K.Bansal)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Telephone No. 01662-223081

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Case No. DH/CGRF-871/2014

Date of Institution: 09.05.2014

**Date of Hearing: 13.05.2014,01.07.2014
& 06.08.2014**

Date of Order: 06.08.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. A.K.Bansal, Member-I

Sh. R.V. Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Ram Pal S/o Sh. Jug Lal, V&P.O. Deshkhera, Tehsil & Distt., Jind regarding extension of load and increase the capacity of T/F under VDS scheme.

.....Complainant/Petitioner

V/s

1.Xen/Op. Division, DHBVN, Jind.

2.SDO/Op. Sub-Division, DHBVN, Julana.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present in person.

1. Nodal Officer/CGRF, DHBVN, Hisar

2. SDO of Sub Divn. Julana.

ORDER

Sh. Ram Pal S/o Sh. Jug Lal, V&P.O. Deshkhera, Tehsil & Distt., Jind has got an electricity tube well connection A/C No. DD040131/AP under SDO/Op. Sub-Division, DHBVN, Julana in January, 2011 under self execution scheme, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he has got an electricity tube well connection in January, 2011. Due to some reason, his tube well bore is out of order. After that, the complainant has converted his tube well in submersible. The complainant has increased his tube well motor load from 7.5 BHP to 12 BHP under VDS scheme and requested the respondent to increase the capacity of T/F from 10 KVA to as per his capacity of submersible motor. The SDO/Op. S/Divn., Julana has made an estimate and sent the same to the XEN/Op. Division, DHBVN, Jind, but no action has been taken by the XEN/Op., Jind. The complainant also stated that he is paying the bill of extended load from the last one year. The complainant requested the Hon'ble Forum to increase the capacity of T/F.

The complaint was entertained and forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/05/2014 at Jind.

During the proceedings held at Jind on 13/05/2014. The consumer as well as the respondent SDO of the sub-division is present. The respondent SDO verbally stated that his office could not prepare the reply in time due to late receipt of complaint and requested for next date.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded and directed the concerned XEN to issue the required capacity T/F and get installed the same and submit report within 15 days positively. The case is adjourned for next date.

During the proceedings held at Jind on 01/07/2014. The consumer is not present but the XEN/Op., DHBVN, Jind & respondent SDO of the sub-division is present. The respondent SDO submitted the reply through Nodal Officer vide his office memo No. 8690/C/Case dated 30/06/2014, stating therein that Sh. Rampal S/o Sh. Juglal, R/o Deshkhera has applied for extension of load of T/well connection vide A/C No. DD04-01321A from 7.5 BHP to 12.5 BHP under VDS scheme vide A&A No. 12800 dated 22/04/2013. The Consumer submitted a self declaration form & deposited the advance consumption security as per S/C No. U-27/2011 and the respondent issued the SJO No. 99/548 dated 22/04/2013 and entered in the ledger on dated 26/04/2013.

As per Area In-charge report the existing 10KVA T/F cannot take up the load because the same T/F installed at the site under self execution scheme on dated 01/07/2011 as per capacity with C.Load. The existing T/F under warranty period & the consumer had extended his load under VDS from 7.5 BHP to 12.5 BHP.

The respondent SDO framed the augmentation case from 10KVA to 25KVA T/F and sent to the Division office, DHBVN, Jind for sanction vide his office memo No. 4383 dated

22/05/2014. After that the case was returned to the respondent SDO from XEN/Op. Division, Jind with remarks to intimate the T/F installed under self execution scheme/Turnkey/Nigam. The respondent SDO

-: 2 :-

sent the estimate after attending observations along with VDS S/C No. U-13/2013 vide his office memo No. 7439 dated 08/01/2014. It is further added that the CE/Commercial, DHBVN, Hisar directed the respondent SDO to deposit the 20% amount cost of T/F as per Nigam Stock issue rate from the consumer. The respondent SDO served a notice to the consumer for depositing the 20% amount vide his office memo No. 8686 dated 30/06/2014.

After going through the case file, the information/documents supplied by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded and directed the concerned XEN to install the new T/F after completing all the formalities from the consumer side. The case is adjourned for next date.

To-day, the proceedings held at Jind on 06/08/2014. The consumer as well as respondent SDO is present. The respondent submitted reply through Nodal Officer/CGRF vide his office memo No.8923/C-case dated 05/08/2014, stating therein that the CE/Commercial, DHBVN, Hisar directed to his office that to deposit the 20% amount cost of T/F as per Nigam Stock issue rate from the consumer. His office served notice to the consumer for depositing the 20% amount vide his office memo No. 8686 dated 30/06/2014, Memo No. 8157 dated 09/07/2014 and Memo No. 8821 dated 21/07/2014. But the applicant failed to deposit the above said amount up till now.

After going through the case file, the information/documents supplied by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has directed the consumer that he should deposit 20% amount of cost of T/F and complete all other formalities, so that the capacity of T/F can be enhanced. The Forum further directed the respondent SDO to enhance the capacity of T/F commensurate with the load as soon as the consumer deposits the requisite charges as per Nigam instructions. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 6th August, 2014.

(A.K.Bansal)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Case No. DH/CGRF-860/2014

Date of Institution: 24.03.2014

Date of Hearing: 27.03.2014, 24.04.2014,
27.05.2014, 27.06.2014,
08.07.2014 & 11.08.2014

Date of Order: 11.08.2014.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Randhir Singh S/o Sh. Laje Ram, V&P.O. Bhaini Amirpur, Tehsil, Narnaund, Distt., Hisar regarding tube well connection.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO/Op. Sub-Division, DHBVN, Narnaund.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.NodalOfficer/CGRF,DHBVN,Hisar.
2.SDO/Counsel of Sub-Divn.,DHBVN,
Narnaund.

ORDER

Sh. Randhir Singh S/o Sh. Laje Ram, V&P.O. Bhaini Amirpur, Tehsil, Narnaund, Distt., Hisar has applied for tube well connection vide A&A No. AP-56344, A/C No. RH-53-3052 under SDO/Op. Sub-Division, DHBVN, Narnaund, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he had applied for tube well connection. The respondent has erected the LT/HT line but the connection has not been released up-till now. The complainant has completed all the formalities and requested for releasing his tube well connection.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/03/2014 at Hisar for hearing of the case.

During the proceedings held on 27/03/2014 at Hisar. The consumer as well as respondent SDO of the sub-division is present. The respondent SDO verbally stated that his office could not prepare the reply due to late receipt of complaint and requested for next date. Request granted.

After hearing both the parties, the Forum concluded and decided to adjourn the case for next date.

During the proceedings held at Hisar on 24/04/2014. The consumer as well as counsel of the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. SPL No.2 dated 24/04/2014, stating therein that;

1. The petitioner had applied for a tube well connection under Self Execution Scheme and the officials of the respondent upon receipt of the same had visited the site and found the site viable and suitable for release of electric connection and thereby had sanctioned the same and the petitioner in lieu of the same had deposited an amount of Rs.2086/- being 1.5% as supervision charges. On dated 07/07/2013, a certificate qua completion of work has been submitted by the contractor and upon the same, the office of the respondent had issued SCO on dated 16/07/2013 but the electric line has not been energized on account of non-submission of the meter by the petitioner and it is on 16/09/2013, the petitioner had deposited the meter with the respondent and the office of the respondent after completing required formalities at their end had sent their officials for installation of the meter but upon visiting the site, it came into the knowledge of the respondent that the poles upon which the line is said to be stretched was broken and there was no electric line and on account of the same, the so called erected line could not be energized and even as on to-day the respondent is having no objection to supply electricity to the petitioner, if he got erected the line at his cost through his contractor. It is pertinent to mention over here that prior to energization, it is the duty of the applicant to protect the infrastructure so got erected by the applicant upon his expenditure.

2. The applicant is a highly mischievous person and he is in a habit of making false complaints against the respondent as well as his subordinate staff. The petitioner had submitted an affidavit with the higher authorities of the Nigam that earlier he had moved a false complaint against the respondent as well as against his staff.
3. That even otherwise the falsity of the respondent with regard to handing over Rs.20,000/- to Rampal is totally false and baseless as the said person is working as ALM with the office of the respondent and he since long is on leave and during the alleged period also he was on leave.
4. That the present application is filed after thought and the same is filed with an ulterior motive to evade payment of dues so raised by the respondents, in compliance of the shortcoming so raised by the internal audit party of the Nigam while checking consumer ledger.
5. That the present application is nothing but the same was filed in gross abuse of process of law.

The respondent prayed that the application of the petitioner may kindly be dismissed with costs throughout.

The consumer verbally requested for next date.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided that in view of verbal request of consumer for next date, the case is adjourned for next date.

During the proceedings held at Hisar on 27/05/2014. The consumer as well as counsel/representative of the respondent SDO is present.

After hearing both the parties, the Forum concluded and directed Sh. K.D.Bansal, DGM/Op. Division, DHBVN, Hansi will visit the site personally and submit his version on the complaint of the consumer in view of instructions of Nigam regarding cause of breaking of pole along with his comments and recommendations within week's time positively, so that the case may be decided on merits. The case is adjourned for next date.

During the proceedings held at Hisar on 27/06/2014. The consumer as well as counsel/representative of the respondent SDO is present. The case is adjourned for next date due to non-receipt of version of Sh. K.D.Bansal, XEN/Op. Division, DHBVN, Hansi. The Forum directed the Nodal Officer to ask Mr. K.D.Bansal, XEN/Op. Divn., Hansi to submit report on or before the next date of hearing.

During the proceedings held at Hisar on 08/07/2014. The consumer as well as respondent SDO & Counsel of the sub-division is present. The respondent SDO submit the investigation report of Sh. K.D. Bansal, XEN/Op. Division, DHBVN, Hansi, stating therein that the site of complainant was visited on dated 07/07/2014 in the presence of the complainant and staff of Op. Sub-division, Narnaund. During investigation, it was observed that the complainant applied for T/well connection under self execution scheme. As per this scheme, the applicant had to purchase the material from empanelled firms and get this material erected from authorized contractor at his own cost. After erection and energization, the system is to be

handed over to Nigam. The complainant got the poles and system erected at the site at his cost but before energized and handed over to Nigam, a dispute has arisen between him and his neighbor in

whose land poles were erected. The neighbor might have broken the poles resulting in delay in energization of system and subsequently release of connection. Now the dispute has been resolved between the parties on panchayat level. At present, all poles, ACSR, T/F (except 1 no. pole) has been erected at site. As soon as the complainant get the line work completed and hand over to Nigam, the same shall be energized and connection will be released.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the consumer that he himself is responsible for any difficulty arisen by the neighbourers. In case the electric line work has been completed as confirmed by the consumer, the connection of the consumer be released within a week's time under confirmation to the Forum. The case is adjourned for next date.

To-day, the proceedings held at Hisar on 11/08/2014. The consumer as well as respondent SDO & Counsel of the respondent is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. Spl-5 dated 11/08/2014, stating therein that his office had received the work completion report from the contractor on dated 15/07/2014 and after that the electric connection of the petitioner stands released vide SCO No. 15/105 dated 18/07/2014 and now nothing has been left in respect of the consumer grievance.

The consumer also verbally stated that his connection has been done by the respondent SDO.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded and decided that the grievance of the consumer has been redressed by the respondent and the case is closed. The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 11th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005

Telephone No. 01662-223081

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Case No. DH/CGRF-878/2014

Date of Institution: 23.05.2014

Date of Hearing: 27.05.2014, 27.06.2014
08.07.2014 & 11.08.2014

Date of Order: 11.08.2014.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Inder Sain Bhatia, M/s Regain Laboratories, 134/5,
Sector-1-4, HTM Road, Raipur Lane, Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division No.1, DHBVN, Hisar.

2.SDO/City Sub-Division, Double Phatak, DHBVN, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For Respondent:

Nodal Officer/CGRF, DHBVN, Hisar. .
2.SDO/Counsel of Sub-Divn., DHBVN,
Hisar.

ORDER

Sh. Inder Sain Bhatia S/o Sh. Nand Lal Bhatia, M/s Regain Laboratories, H.No. 134/5, Sector-1-4, HTM Road Raipur Lane, Hisar has got an electricity connection vide A/C No. VN31-002 under SDO/City Sub-Division, DHBVN, Double Phatak, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent has charged the amount in electricity bill pointed out by the audit of DHBVN vide half margin No. 76/119 dated 19/02/2014, amounting to Rs.1,30,042/- is wrong and requested to restraining the respondent from recovering the impugned amount of Rs. 1,30,042/- and from disconnecting the electricity supply of the complainant, then they be directed to restore the electricity supply of the complainant be passed in favour of the complainant and against the respondents with costs.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/05/2014 at Hisar for hearing of the case.

During the proceedings held on 27/05/2014 at Hisar. The consumer as well as counsel/representative of the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. Spl-1 dated 27/05/2014, stating therein that the petitioner had availed an electric connection under LT category with a sanctioned load of 68 KW. As per the standing instructions of the Nigam, the LT industrial existing consumers with connected load above 50 KW up to 70 KW, the charges were charged on KVAH at the rate of 498 paise per KVAH plus fixed charges @ 150/- per KW. In the instant case, the meter installed at the premises of the petitioner was only having KWH facility and there was no separate arrangement for recording KVAH reading in the meter and on account of the same and due to inadvertence, the billing the petitioner was served on KWH reading despite the fact that the billing of the petitioner was to be prepared on the basis of KVAH reading and this inadvertent mistake came into the knowledge of the respondents during the course of conducting internal audit by the audit wing of the Nigam. The audit party of the Nigam had raised the shortcoming vide it half margin dated 03/01/2014 by calculating the reading from 4/2012 to 3/2013 on KVAH basis by applying the load factor 0.90 and accordingly a sum of Rs.1,74,657/- has been raised in the account of the petitioner and the petitioner was served a notice to that effect vide notice dated 19/02/2014 whereby required him to get deposit a sum of Rs. 1,74,657/-

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and decided to adjourn the case for next date.

During the proceedings held at Hisar on 27/06/2014. The consumer as well as counsel/representative of the respondent SDO is present. The respondent stated that as per instructions of the Nigam, the power factor 0.9 be charged in this case. The Forum also directed the complainant that the respondent has rightly charged. The Forum directed the complainant that he may argue on the next date. The case is adjourned for next date.

During the proceedings held at Hisar on 08/07/2014. The consumer as well as respondent SDO & Counsel of the respondent is present. The Forum directed the Nodal Officer/CGRF that the respondent SDO will present on the next date of hearing along with instruction of the Nigam vide which the power factor 0.9 be charged in this case. The case is adjourned for next date.

To-day, the proceedings held at Hisar on 11/08/2014. The consumer as well as respondent SDO & Counsel of the respondent is present. The respondent SDO submitted reply through Nodal Officer/CGRF vide his office memo No. Spl-1 dated 11/08/2014, stating therein that the power factor 0.9 has been charged as per instructions of the Nigam issued vide Sales Manual Fifth Edition-2013 at page No. 95 & 216.

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After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has

concluded and decided that the amount charged by the respondent SDO is chargeable as per Nigam instructions.
The Forum disposed the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 11th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM**

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Case No. DH/CGRF-889/2014

Date of Institution: 18.06.2014

Date of Hearing: 27.06.2014,08.07.2014
&11.08.2014

Date of Order: 11.08.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Jagdish S/o Sh. Desh Raj, V&P.O. Rakhi Khash, Tehsil, Narnaund, Distt., Hisar regarding interruption of failure of power supply.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO/Op. Sub-Division, DHBVN, Narnaund.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar.
2.SDO/Counsel of Sub Divn.,DHBVN,
Narnaund.

ORDER

Sh. Jagdish S/o Sh. Desh Raj, V&P.O. Rakhi Khash, Tehsil Narnaund, Distt., Hisar has got an electricity AP connection vide A/C No. BD-53-2306 under SDO/Op. Sub-Division, DHBVN, Narnaund, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he has got an electricity AP connection before 2-3 years ago but due to disturbance in line, his voltage is very low. Due to low voltage, his T/well is not running and requested the Hon'ble Forum to shift his T/well connection from nearby line, so that his proper voltage & supply be completed from other T/F.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/06/2014 at Hisar for hearing of the case.

During the proceedings held on 27/06/2014 at Hisar. The consumer as well as counsel/representative of the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. Spl-1 dated 27/06/2014, stating therein that his office has received a representation from the petitioner whereby the petitioner intends to shift his T/well connection from the already existing line. After receipt of application, his office conducted site verification and after site verification for shifting the T/well connection of the petitioner, two spans were required to be erected. Accordingly, his office had prepared an estimate whereby required the petitioner to deposit a sum of Rs.25000/- as provided under S/C No. 12/2012, but the petitioner without deposit of the requisite amount had straight away rush to this Hon'ble Forum by twisting the material facts. The present petition is nothing but the same has been filed only with a malafide view to evade payment of estimate amount and with a view to pressurize the respondent to shift the T/well connection of the petitioner without insisting for making payment of estimate amount. The T/well connection of the petitioner cannot be shifted as desired by the consumer unless and until he will not deposit necessary payment in that regard.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and directed the respondent SDO to ensure the proper voltage & supply to the consumer and a certificate regarding satisfaction of consumer be also obtained from the consumer ensuring the proper voltage and supply to the consumer. The case is adjourned for next date.

During the proceedings held at Hisar on 08/07/2014. The consumer as well as SDO & Counsel of the respondent is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. Special 2 dated 08/07/2014, stating therein that the Hon'ble Forum directed the respondent to check the voltage of the electric connection of the petitioner and after receipt of the order, the respondent had personally verified the same after visiting the spot and had checked the voltage through Clip-On-Meter and found the voltage within lines i.e. 360 (R phase) 358 (Y phase and 354 (B phase) of the electric connection of the

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petitioner and simultaneously the respondent had verified the voltage from the feeder house and thereby that relevant time there was 9.3 KV voltage instead of 11 KV.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and directed the respondent SDO & concerned XEN to maintain the voltage of 11KV line as well as LT line as per Guaranteed Standard Performance of Schedule issued by the HERC, within 15 days time otherwise this Forum will take action according to the HERC rules. The case is adjourned for next date.

To-day, the proceedings held at Hisar on 11/08/2014. The consumer is not present but the respondent SDO & Counsel of the respondent is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. Special-4 dated 11/08/2014, stating therein that the Forum directed the respondent to check the voltage of the electric connection of the petitioner. The respondent had personally verified the same after visiting the spot and had checked the voltage through Clip-on-Meter and found the voltage within lines i.e. 360 (R phase) 358 (Y phase) and 354 (B phase) of the electric connection of the consumer and simultaneously the respondent had verified the voltage from the Feeder house and thereby that relevant time there was 9.3 KV voltage instead of 11 KV. The respondent also stated quoting observation of Hon'ble Ombudsman, Panchkula in the case of Sh. Maman Ram V/s DHBVN that it is the duty of the consumer to install proper earthing and to install capacitor and to keep the same in healthy condition and after that it is the duty of the Nigam to provide proper voltage.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the consumer that he should provide capacitor and appropriate earthing and to keep the same in healthy condition and the specification of motor should also be of standard as per ISI. The Forum also directed the respondent SDO to give full voltage to the consumer after completing all the above formalities by the consumer. After completing all the formalities by the consumer, the respondent SDO should give full voltage to the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 11th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM**

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Case No. DH/CGRF-894/2014

Date of Institution: 02 .07.2014

Date of Hearing: 08.07.2014&11.08.2014

Date of Order: 11.08.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Harnarayan Singh, V&P.O. Ramayan, Tehsil, Hansi, Distt., Hisar regarding loose conductor, may cause accident.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.JE, Incharge, Sub-office, DHBVN, Umra, (Hansi).

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar.
2.JE, Incharge of Sub office DHBVN,
Umra.

ORDER

Sh. Harnarayan Singh, V&P.O. Ramayan, Tehsil, Hansi, Distt., Hisar has got an electricity AP connection vide A/C No. R-68. under SDO, S/U Sub-Division, DHBVN, Hansi, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the conductor line of his tube well line is very loose which may cause accident and requested for tight the line conductor.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 08/07/2014 at Hisar for hearing of the case.

During the proceedings held at Hisar on 08/07/2014. The consumer representative is present but the respondent is not present. The Nodal Officer/CGRF verbally stated that the respondent could not prepare the reply in time due to late receipt of complaint and requested for next date. Request granted.

After going through the case file, the information/statement made by the appellant it is inferred by the Forum that the electric line passing is causing serious threat to the life and property in general, as such the same may be removed/set-right within a week's time to avoid any eventuality and report to this Forum on or before the next date of hearing which is fixed for 12/08/2014.

To-day, the proceedings held at Hisar on 11/08/2014. The consumer representative as well as respondent JE, Incharge of Sub-office, Umra is present. The respondent submitted reply through Nodal Officer/CGRF, vide his office memo No. 6133 dated 11/08/2014, stating therein that the complaint made by above said consumer regarding loose conductor. Now, the conductor has been tightened by providing additional PCC pole between the lengthy span of LT line.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded and decided that the grievance of the consumer has been redressed as per reply submitted by the respondent SDO. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 11th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-899/2014

Date of Institution: 07.07.2014

Date of Hearing: 08.07.2014&11.08.2014

Date of Order: 11.08.2014.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Smt. Chandersukhi W/o Sh. Kartar Singh, V&P.O. Khanda Kheri, Tehsil, Hansi, Distt., Hisar regarding erection of broken poles at her T/well line and restoration of supply.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO/Op. Sub-Division, DHBVN, Narnaund.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar.
2.SDO/Counsel of Sub Divn.,DHBVN,
Narnaund.

ORDER

Smt. Chandersukhi W/o Sh. Kartar Singh, V&P.O. Khanda Kheri, Tehsil, Hansi, Distt., Hisar has got an electricity connection vide A/C No. KH-643, New KHS1-0061, under SDO/Op. Sub-Division, DHBVN, Narnaund, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that her T/well line has been closed due to broken of poles and requested for erection of broken poles and supply be restored. Her other T/well connection may also be shifted on this AP line.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 08/07/2014 at Hisar for hearing of the case.

During the proceedings held at Hisar on 08/07/2014. The consumer as well as respondent SDO & Counsel of respondent is present. The respondent SDO verbally stated that his office could not prepare the reply in time due to late receipt of complaint and requested for next date. Request granted.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, the Forum has directed the respondent SDO to restore the supply of the consumer within a week's time and submit compliance report to the Forum on or before the next date of hearing.

To-day, the proceedings held at Hisar on 11/08/2014. The consumer representative as well as respondent SDO & Counsel of the respondent is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. Special-3 dated 11/08/2014, stating therein that his office received intimation from the petitioner whereby she intimated that her 3 no. poles from which she was getting the electricity were broken. After receipt of intimation, his office immediately had processed the case for taking necessary action and accordingly had framed the estimate vide estimate no. NND-448/2014-15 and after completing all the usual formalities, the PCC poles were drawn from store on dated 19/06/2014 vide SR No. 49/45 and his office had replaced the broken pole with new one and the supply has been restored from the old point. The respondent stated the entire grievance of the petitioner stands resolved and now she is not at any issue in respect of the restoration of electricity.

The consumer also gave her consent in writing that her grievance has been redressed by the respondent SDO and requested for closure of the case.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded and decided that the grievance of the consumer has been redressed as per reply submitted by the respondent SDO as well as written consent given by the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 11th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-885/2014

Date of Institution: 16.06.2014

Date of Hearing: 24.06.2014, 11.07.2014
& 13.08.2014

Date of Order: 13.08.2014.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Mridul Rastogi, M/s Bharti Air, Indus Tower Ltd., 9th Floor, Building No. 10-B, DLF Cyber City, Gurgaon regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Old Faridabad.

2.SDO/Op. Sub-Division No.4, DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1.Nodal Officer/CGRF,DHBVN,Hisar

2.CA of .Sub-Division No.4, DHBVN,
Faridabad.

ORDER

Sh. Mridul Rastogi S/o Sh. V.N. Rastogi, M/s Bharti mCellular, Indus Tower Ltd., 9th Floor, Building No. 10-B, DLF Cyber City, Gurgaon has got an electricity connection A/C No. QQ12-0444 (Faridabad) under SDO/Op. Sub-Division No.4, DHBVN, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that:

1. Bill issued in Nov., 2011 of Rs.6,71,832/- with sundry of Rs.1,91,885/- was wrong, total unit consumed 69190 since 19th Oct., 2010. Amount should be approx. 3 Lacs but billed Rs.6,71,832/-.
2. In the month of Nov., 2011 as per DHBVN record how 33227 units consumed by 12 KW connection with 61 days which is not possible with 12 KW connection.
3. Consumption between 19th Oct., 2010 to 19th June, 2011 is 68963 units (69190-227=68963), means per day unit is 283 units. Consumption between 19th June, 2011 to 19th Feb., 2012 is 228106 units, means per day 931 units. It means reading not taken correctly and unjustified high bill impose on them.
4. Closing reading taken on 19th Dec., 2012 is 83955 and reading taken on 19th Feb., 2013 is 26404. Again reading not taken correctly. Instead of charging 42449, charged 59528 units (assuming round completed and difference taken).
5. Again bill received in July, 2013, sundry imposed of Rs.6,93,101/- which is unjustified and billing done 42288 units instead of 21978 units which is wrong.
6. Bill charged in Jan., 2013 is Rs.5,44,748/- and no adjustment done which is paid against provision bill of May and July, 2012.
7. Please explain the details sundry/bill charged Rs.6,71,832/- charge in Nov., 2011 and Rs.6,93,101/- charged in July, 2013 bill.

The consumer requested to resolve the issue and provide the correct bill as per Nigam instruction and strong action required for wrong billing.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 24/06/2014 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 24/06/2014. The consumer representative as well as respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. 1350 dated 23/06/2014, stating therein that:

1. The billing of the consumer was billed on average (N code) basis in the month of Sept., 2011 as 37786 KWH & in the month of Nov., 2011 as 96959 KWH due to non recording of meter reading and whole average amount of Rs.6,66,409/- adjusted to the consumer account in the month of Jan., 2012 after recording the meter reading as 296816 KWH & there is no any debit amount of Rs.-191885/- as per system.
2. In the month of Nov., 2011, average charged as 96959 KWH not 33227 & same has been adjusted in the month of Jan., 2012.
3. The account of the consumer overhauled from Jan., 2011 to May, 2011 & adjusted average charges Rs.51973/- vide SC&AR No. 301/R-193.
4. The account of the consumer overhauled from 7/2012 to 1/2013 up to recorded reading 83955 KWH & adjusted Rs.5,57,741/- vide SC&AR No. 553/R-169.
5. No any debit amount of Rs.6,93,101/- as per system. The billed units for the month of 7/2013 as 42288 KWH for four month consumption including average for defective period & consumption of 21978 of new meter.
6. The accounts of the consumer from 5/2012 to 1/2013 already overhauled vide SC&AR No. 553/R-169.
7. Rs.6,64,409/- adjusted in the month of Jan., 2012 on account of average adjustment for the month of Sept., 2011 & Nov., 2011.

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After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum has concluded and directed the respondent SDO to short out the ambiguity, if any, in the

account and satisfied the representative of the consumer Sh. Suraj Dahiya and submit reply at sharp. The case is adjourned for next date.

During the proceedings held at Faridabad on 11/07/2014. The consumer representative as well as CA of the respondent SDO is present. The Forum directed the respondent as well as Nodal Officer/CGRF that both replaced as well as new meter be got tested from M&T Lab for ascertaining the accuracy of the replaced and new meter and submit M&T Lab report on or before the next date of hearing.

To-day, the proceedings held at Faridabad on 13.08.2014. The consumer representative as well as CA of the respondent sub-division is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. 1700 dated 08/08/2014, stating therein that the consumer meter was replaced vide MCO No. 206346 dated 08/03/2013 effected on 11/03/2014 by Sh. Bharat Bhushan, JE. The accuracy of the replaced meter cannot be verified because the replaced meter has already been returned to Central Store, DHBVN, Ballabgarh under 100% scheme.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum decided that the account of the has been overhauled by the respondent SDO on the basis of new meter consumption and the grievance of the consumer has been redressed. The Forum disposed off the petition without any cost on either side and case is closed.

File be consigned to record.

Given under our hands on this day of 13th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Case No. DH/CGRF-888/2014

Date of Institution: 18.06.2014

Date of Hearing: 24.06.2014, 11.07.2014
& 13.08.2014.

Date of Order: 13.08.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Sant Kumar, H.No. 2345/B-Block, SGM Nagar, Faridabad regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Old Faridabad.

2.SDO/Op. Sub-Division No.4, DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer/CGRF,DHBVN,Hisar

2.CA of Sub-Division No.4, DHBVN,
Faridabad.

ORDER

Sh. Sant Kumar, H.No.2345/B-Block, SGM Nagar, Faridabad has got an electricity connection A/C No. SB16-2453 under SDO/Op. Sub-Division No.4, DHBVN, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent had issued bill in the Month of April, 2014, amounting to Rs.19761/- with consumption of 2665 units. The reading recorded was not optically down loaded and the reading was wrong. The consumer was contacted the SDO on 11/04/2014, Faridabad with an application and deposited the testing fee of Rs.190/-. The meter was inspected on 11/04/2014 and it was found that the meter defective with JE remarks "meter back jump as per billing statement as per JE report". Meter changed with new meter and old meter final reading recorded 234. Rs.2000/- deposited on 11/04/2014 as per instruction from SDO and he assured to revise the bill after 3 billing cycles. Further, the bill for the month of June, 2014 received for Rs.21524/- and he visited the office for the current demand payment on 10/06/2014, they refused to accept the current demand and demanded the full payment. Being the bill is abnormal, reading was wrong and the same was proved by meter testing, it is unjustified to demand the full payment. The consumer requested the Hon'ble Forum to kindly direct the concerned officer to revise his bill on the basis of actual consumption and accept the current demand till bill revision.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 24/06/2014 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 24/06/2014. The consumer as well as respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. 1349 dated 23/06/2014, stating therein that the energy bill of the consumer raised up to recorded reading i.e. 13039 KWH in the month of April, 2014 & meter has been replaced vide MCO No. 266685 dated 11/04/2014 effected on 26/04/2014 being meter back jumped as per report/verification of JE(F). The energy bill is rights chargeable because status of meter was not jumped forward it is back forward.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, this Forum has concluded and decided that the removed meter be got tested from M&P lab for ensuring that the meter has been jumped or not and submit report along with comments of the SDO to the Forum within a week's time so that the case may be decided on merits. The case is adjourned for next date.

During the proceedings held at Faridabad on 11/07/2014. The consumer as well as CA of the respondent SDO is present. The respondent SDO submitted reply along with M&T Lab report through Nodal Officer/CGRF, stating therein that the report of M&T Lab is within permissible limit.

-: 2 :-

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, this Forum has concluded and decided that the account of the consumer be overhauled on the consumption of one year before the replacement of new meter. The case is adjourned for next date.

To-day, the proceedings held at Faridabad on 13/08/2014. The consumer as well as the CA of the respondent sub-division is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No.1701 dated 08/08/2014, stating therein that the bill of the consumer has been corrected as per previous base consumption amounting to Rs.16191/- vide SC&AR No. 193/607 and the same was posted in consumer account. The correct bill has been delivered to the consumer at his residence through LM. But the consumer has not deposited the current bill so far.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum decided that the account of the consumer has been overhauled by the respondent SDO and the consumer also stated that his grievance has been redressed. The Forum disposed off the petition without any cost on either side and case is closed.

File be consigned to record.

Given under our hands on this day of 13th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM**

D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005
Telephone No. 01662-223081

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**Case No. DH/CGRF-895/2014
Date of Institution: 02.07.2014
Date of Hearing: 11.07.2014&13.08.2014
Date of Order: 13.08.2014**

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II
Sh. Satish Malik, Member-III

In the matter of complaint of Sh. S.K.Virman, H.No. 576, Sector-37, Faridabad regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Old Faridabad.
2.SDO/Op. Sub-Division, Mathura Road, DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant:
For the Respondent:

1.None.
1.Nodal Officer/CGRF, DHBVN, Hisar
2.CA of Sub-Division No.4, DHBVN,
Faridabad.

ORDER

Sh. S.K.Virman, H.No. 576, Sector-37, Faridabad has got an electricity connection A/C No. LL12/0305 under SDO/Op. Sub-Division, Mathura Road, DHBVN, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent has issued wrong reading bill for payment on 26/05/2014 and requested for correction of wrong bill.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 11/07/2014 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 11/07/2014. The consumer is not present but the CA of the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF vide his office memo No. 1682 dated 10/07/2014, stated therein that the consumer grievances has been sort out due to wrong reading taken by the HESL for the period from 02/2014 to 04/2014 and 04/2014 to 06/2014 consumption comes 856 units. Hence, as per consumer request dividing tariff charges of four months and excess amount 2729 adjustable in his account and the same amount is to be adjusted in his next energy bill.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, this Forum adjourned the case for next date due to non-presence of the consumer.

To-day, the proceedings held at Faridabad on 13/08/2014. The consumer is not present but the CA of the sub-division is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. Spl-1 dated 13/08/2014, stating therein that an amount of Rs.2729/- has been adjusted by his office in system on dated 24/07/2014 and the amount will be credited in the consumer account in next month billing.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum decided that the grievance of the consumer has been redressed as per reply submitted by the respondent SDO. The Forum disposed off the petition without any cost on either side and case is closed.

File be consigned to record.

Given under our hands on this day of 13th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-900/2014

Date of Institution: 10.07.2014

Date of Hearing: 11.07.2014&13.08.2014

Date of Order: 13.08.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Pankaj Suri, Technical Director, Accord Technologies (P) Ltd., Ballabgarh, Faridabad (M/s PVS Engg. Corporation, Plot No. 125, Sector-59, HSIIDC, Faridabad) – A/C No. 5931/0045 regarding restoration of supply.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Old Faridabad.

2. SDO/OP. S/U S/D, DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1.Nodal Officer/CGRF,DHBVN,Hisar

2.SDO/OP S/U S/D, DHBVN, Ballabgarh.

ORDER

Sh. Pankaj Suri, Technical Director, Accord Technologies (P) Ltd. Ballabgarh, Faridabad (M/S PVS Engg Corporation, Plot No.125, Sector-59, HSIIDC, Faridabad) has got an electricity connection A/C No. 5931/0045 under SDO/Op. Sub-Urban Division, DHBVN, Ballabgarh Sector-25, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that a case of theft of energy has been framed against him due to malafied intention and accordingly the order assessment no. 859 dated 1.07.2011 was issued to the complainant and a criminal case was filed in the Hon'ble Court and the Hon'ble Court passed the judgment dated 25/10/2013 in favour of PVS mentioning that "there is no evidence to prove that the accused was committing the theft and the complaint was dismissed". After that his supply is not restored up till now. The complainant requested the Hon'ble Forum to restore the supply of his Factory.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 11/07/2014 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 11/07/2014. The consumer representative as well as respondent SDO is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. 836 dated 11/07/2014, stating therein that the complaint regarding restoration of supply. The respondent SDO in his reply stated that the connection checked by Vigilance staff along with 'OP' staff on dated 27.06.2011 and found theft of energy. Accordingly a sum of Rs. 1066507/- (666507+400000) on account of loss of Nigam and compounding charges charged. The consume went to the court and the case decided in favour of Nigam on dated 02.08.13 by the Civil Court, Faridabad. The Nigam has also filed the criminal complaint against the consumer and then case of criminal complaint decided in favour of consumer on 25.10.13. The consumer again filed the appeal against order dated 02.08.13 in the Court of Additional District Judge, Faridabad on dated 19.11.13 and case is decided in favour of consumer on dated 11.02.2014. The respondent SDO requested many times to the LR, Panchkula, DGM/Legal and other higher authorities for advice but no advice has been received by him up till now. Being legal matter, SDO is unable to take any action against the order of the court.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to get it implemented otherwise file appeal in the next court and intimate the status position on or before the next date of hearing.

-: 2 :-

To-day, the proceedings held at Faridabad on 13/08/2014. The consumer representative as well as respondent SDO is present. The Nodal Officer/CGRF, DHBVN, Hisar submitted reply vide his office memo No. Ch-8/Forum-900/FBD dated 12/08/2014, stating therein that the Hon'ble Forum has admitted in the proceedings held on 11/07/2014 that the connection of the consumer was checked by the Vigilance staff along with 'OP' staff on dated 27/06/2011 and found theft of energy. Accordingly, the Nigam has charged an amount of Rs. 10,66,507/- (Rs.6,66,507 + 4,00,000) on account of loss of Nigam & compounding charges. The consumer went to the court and the case decided in favour of the Nigam on 02/08/2013 by the Civil Court, Faridabad. The Nigam has also filed the criminal complaint against the consumer and the same was decided in favour of consumer on 25/10/2013 by the Hon'ble court of Sr. R.N. Bharti, Special Judge, Faridabad. The consumer again filed an appeal against the order dated 02/08/2013 in the Court of Smt. Ritu Y.K.Behl, Additional District Judge, Faridabad on 19/11/2013 and the case decided in favour of consumer on 11/02/2014. The Nodal Officer pleaded that in view of the position explained above, the case is not maintainable in the Forum as per Section 8(iv) of HERC Regulation No. HERC/02/2004 dated 12/04/2004, as the case had already decided by the Civil Courts and requested for dismissal of the case.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum decided that the matter does not fall in the purview of this Forum as per reply submitted by the Nodal Officer/CGRF. Being court case, the Forum disposed off the petition without any cost on either side and case is dismissed.

File be consigned to record.

Given under our hands on this day of 13th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-903/2014

Date of Institution: 10.07.2014

Date of Hearing: 11.07.2014&13.08.2014

Date of Order: 13.08.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Narender Kumar S/o Sh. Lala Ram, H.No. 267, Sector-55, Ballabgarh, Faridabad regarding power supply.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Ballabgarh.

2. SDO/OP. S/U S/D, DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.None.

1.Nodal Officer/CGRF,DHBVN,Hisar

2.SDO/OP S/U S/D, DHBVN, Ballabgarh.

ORDER

Sh. Narender Kumar S/o Sh. Lala Ram, H.No. 267, Sector-55, Ballabgarh, Faridabad has got an electricity connection A/C No. EE12-0893 under SDO/Op. Sub-Urban Division, DHBVN, Ballabgarh Sector-25, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that T/F is overloaded and power supply failure three or four times in a day and cables are in bad conditions and T/F is direct from HT line which is risky for everyone.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 11/07/2014 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 11/07/2014. The consumer as well as respondent SDO is present. The respondent SDO verbally stated that the work is in progress and the supply will be restored immediately.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded that the complainant is not getting electricity supply properly due to frequent tripping/breakdowns and low voltage, as such needful be done within a week's time and compliance report be submitted to the Forum on or before the next date of hearing.

To-day, the proceedings held at Faridabad on 13/08/2014. The consumer is not present but the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer, vide his office memo No. 1038 dated 13/08/2014, stating therein that the matter was investigated and found that the existing T/F is not overloaded as mentioned in the complaint. There may be some problem due to T/F lead. The maintenance of T/F got done and the lead has been replaced and the supply status of the consumer is O.K.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum decided that the grievance of the consumer has been redressed as per reply submitted by the respondent SDO. The Forum disposed off the petition without any cost on either side and case is closed.

File be consigned to record.

Given under our hands on this day of 13th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-916/2014

Date of Institution: 11.08.2014

Date of Hearing: 13.08.2014

Date of Order: 13.08.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Salim Mirza S/o Sh. Lal Mohd. Mirza, C-225, Gali No.13, Shiv Vihar Part-II, Basantpur, Ismailpur, Faridabad regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Old Faridabad.

2. SDO/OP. S/Division, DHBVN, Tilpat, Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.None.

1.Nodal Officer/CGRF,DHBVN,Hisar

2.SDO/OP S/Divn., DHBVN, Tilpat, Faridabad.

ORDER

Sh. Salim Mirza S/o Sh.Lal Mohd. Mirza, C-225, Gali No. 13, Shiv Vihar Part-II, Basantpur, Ismailpur, Faridabad has got an electricity connection A/C No. PP25-5236 (New A/c No. BP12-0108) under SDO/Op. Sub- Division, DHBVN, Tilpat, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent had issued bill for the month of June for Rs.60,000/- which is very high. The consumer stated that his actual consumption of electricity is very low. The consumer requested the Hon'ble Forum to rectify the bill according to his meter reading and also allow for the compensation of Rs.2000/- for mental torture and cost of complaint in Forum.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/08/2014 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/08/2014. The consumer is not present but the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer, vide his office memo No. 1245 dated 12/08/2014, stating therein that the bill generated to the consumer of A/c No. PP25/5236 was generated wrongly in the month of December, 2013. Now, the bill of the consumer has been corrected as per the physical verification of reading of HESL head and the amount of Rs.63385/- has been adjusted vide SC&AR No. 57/R-19 on dated 13/08/2014. Now the outstanding amount of the consumer is Rs.300/- earlier it was Rs.63385/-.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum decided that the grievance of the consumer has been redressed as per reply submitted by the respondent SDO. The Forum disposed off the petition without any cost on either side and case is closed.

File be consigned to record.

Given under our hands on this day of 13th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-882/2014

Date of Institution: 10.06.2014

Date of Hearing: 22.07.2014 & 29.08.2014

Date of Order: 29.08.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Ruli Chand S/o Sh. Mangat Ram, Gali No.1, Opposite Gaushalla Mohalla, Chauri Gali, Sirsa regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation City Division, DHBVN, Sirsa.

2.SDO/Op. City Sub-Division, DHBVN, Sirsa.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.NodalOfficer/CGRF,DHBVN,Hisar.

2.CA of City Sub-Divn.,DHBVN, Sirsa.

ORDER

Sh. Ruli Chand S/o Sh. Mangat Ram, Gali No.1, Opp. Gaushalla Mohalla, Chauri Gali, Sirsa has got an electricity connection vide A/C No. OT12-ST130420 under SDO/Op. City Sub-Division, DHBVN, Sirsa, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent had issued excess bill for the month of February, 2014 due to jump in meter reading.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 22/07/2014 at Sirsa for hearing of the case.

During the proceedings held at Sirsa on 22/07/2014. The consumer as well as respondent SDO of the sub-division is present. The respondent SDO submitted reply through Nodal Officer vide his office memo No. 1219 dated 23/06/2014, stating therein that the consumer has given application for checking of accuracy of meter against complaint no. 337489 and meter was checked by the area In-charge vide LL-1 No. 8/277 dated 15/02/2014 and meter refer to M&T Lab for verification of genuineness of seals and accuracy of meter. The meter got tested in M&T Lab vide memo No. 180/171 M&T Lab, Sirsa dated 19/02/2014 and found meter seal O.K. and meter working within permissible limit.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded and decided that the consumption recorded during the month of November, 2013 is not justified and meter must have jumped as such, the account of the consumer be overhauled on the basis of new meter consumption and compliance report be submitted on or before the next date of hearing.

To-day, the proceedings held at Sirsa on 29/08/2014. The consumer is not present but the CA of the respondent sub-division is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. 1612-13 dated 13/08/2014, stating therein that the account of the consumer has been overhauled on the basis of new meter consumption and excess amount of Rs.66648/- has been adjusted in consumer account. The respondent SDO further submitted reply vide his office memo No. 1693 dated 29/08/2014 that the grievance of the consumer has been redressed and final bill has been paid by the consumer vide receipt No. 648742 dated 21/08/2014.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded and decided that the account of the consumer has been overhauled by the respondent SDO and case is closed. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 29th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-906/2014

Date of Institution: 23.07.2014

Date of Hearing: 29.08.2014

Date of Order: 29.08.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Om Parkash S/o Sh. Ram Kumar, V&P.O. Jodhka, Tehsil & Distt., Sirsa regarding illegal self electricity connection.

.....Complainant/Petitioner

V/s

1. Xen/Operation City Division, DHBVN, Sirsa.

2.SDO/Op. Sub-Division, DHBVN, Ding.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.NodalOfficer/CGRF,DHBVN,Hisar.

2.SDO of Sub-Divn.,DHBVN, Ding.

ORDER

Sh. Om Parkash S/o Sh. Ram Kumar, V&P.O. Jodhka, Tehsil & Distt., Sirsa has got an electricity AP connection vide A/C No. JK61-0117 under SDO/Op. Sub-Division, DHBVN, Ding, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent SDO had issued electricity connection to other consumer from his self paid electricity line without any information which is wrong and requested the Forum for justice.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/08/2014 at Sirsa for hearing of the case.

To-day, the proceedings held at Sirsa on 29/08/2014. The consumer is not present but the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. 1310 dated 27/08/2014, stating therein that the T/well connection of complainant was released under self execution scheme from 11KV Kasumbi-II feeder and further another T/Well connection was released in the name of Sh. Raj Kumar S/o Sh. Birbal vide A&A No. 25213 dated 22/04/2012 by further extending the 11KV Kasumbi-II feeder from the T/well connection of Sh. Om Parkash, which is completely justified as per Nigam Instructions.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concluded that the reply submitted by the respondent SDO is in order and the Forum decided to dismiss the case because there is no issue in the matter. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 29th August, 2014.

(R.V.Bari)
Member

(Satish Malik)
Member