



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Case No. DH/CGRF-921/2014

Date of Institution: 21.08.2014

Date of Hearing: 29.08.2014&26.09.2014

Date of Order: 26.09.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. S.K.Kashiv, Member-I

Sh. R.V.Bari, Member-II

Sh. Satish Malik, Member-III

In the matter of complaint of Sh. Atul Kumar S/o Sh. Ved Parkash, Boarding Street, Suratgaria Bazar, Sirsa regarding billing problem.

.....Complainant/Petitioner

V/s

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

2.SDO/Indl. Area Sub-Division, DHBVN, Sirsa.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar.  
2.CA of Indl.Area Sub-Divn.,DHBVN,  
Sirsa.



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### ORDER

Sh. Atul Kumar S/o Ved Parkash, Boarding Street, Suratgaria Bazar, Sirsa has got an electricity connection vide A/C No. TA03/0237 under SDO/Indl. Area Sub-Division, DHBVN, Sirsa, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his electric meter is running very fast. After that a parallel check meter has been installed at his premises on 22/08/2013 and it checked till 14/09/2013 and it proved the old meter run 7 times compare to check meter. After proving, department has not changed his meter up to 3-4 months and bill sent as per old fast meter base. The defective meter has been changed by the respondent on 02/12/2013. After that from December, 2013, his average consumption is 130-140 units every month and he paid more than Rs.17000/- from February, 2013 onwards, while his average bill is Rs.900-1000/- per month and requested for correction of his 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 29/08/2014 at Sirsa for hearing of the case.

During the proceedings held at Sirsa on 29/08/2014, the consumer as well as respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. 2312 dated 26/08/2014, stating therein that as per consumer complaint, check meter installed vide SJO No. 1703 dated 19/08/2013 and found check meter consumed 83 units and existing main meter consumed 571 units. Hence, meter was fast and replaced vide MCO No. 24/511 dated 19/09/2013 and account for the period 09/2013 to 12/2013 has been overhauled provisionally as per S/C No. D-28/2013 and Rs.11800/- credited to the consumer account vide SC&AR No. 201/129. Further, the consumer again represented vide complaint No. 96833 for re-overhauling the provisional average. Hence, account for the provisional billing period from 09/2013 to 12/2013 rectified as per new meter consumption from 01/2014 to 05/2014 and a sum of Rs.,4574/- has been credited.

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 will deposit the current bill payment till the final decision of this Forum. The Forum further directed the respondent that the connection of the consumer may not be disconnected till the final order. The case is adjourned for next date.

To-day, the proceedings held at Sirsa on 26/09/2014. The consumer as well as representative of respondent SDO is present. The consumer submitted his representation, stating therein that his bill be overhauled from February, 2013 to July, 2013 i.e. six months prior to the date of his representation.

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 overhaul the account of the consumer since February, 2013 to July, 2013 immediately. 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 26<sup>th</sup> September, 2014.

**(S.K.Kashiv)**  
Member-I

**(R.V.Bari)**  
Member-II

**(Satish Malik)**  
Member-III



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Case No. DH/CGRF-927/2014

Date of Institution: 18.09.2014

Date of Hearing: 10.10.2014,14.11.2014,  
12.12.2014&16.01.2015

Date of Order: 16.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. R.Govindarajan, B-1414, Green Fields Colony, Near Gate No.10, T-point, Sector42, Faridabad regarding rebate in bill on 1 KVA composite solar power generation system from July, 2013.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, 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.SDO/CA of sub-division, M/Road, Faridabad.



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### ORDER

Sh. R.Govindarajan, B/1414, Green Fields Colony, Near Gate No. 10, T-Point, Sector-42, Faridabad has got an electricity connection A/C No. GF12-1970 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 he has installed 1 KVA Composite Solar Power Generation System at his residence on roof top from July, 2013 and requested for rebate in his bill. The consumer also submitted the proof of installation of Solar Power Generation System in Palla Office for availing rebate allowed to him under Haryana Government Scheme for harvesting the Solar Power at the earliest possible. However, the respondent orally promised that his office will allow this rebate from next month but so far three more bills have come and he duly paid it but no rebate is allowed to 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 10/10/2014 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 10/10/2014, the consumer as well as respondent SDO was present. The respondent SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. 2188 dated 29/09/2014, stating therein that the rebate for Solar Harvesting is given in energy bill after getting the certificate from Deputy Commissioner, Faridabad office, but till date no such certificate regarding consumer has been received by his office.. If, any approval has already been given by DC, Faridabad, the copy of the same be supplied to his office, so that the rebate of the energy bill can be given by his office.

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 directed the consumer to obtain required certificate from DC, Faridabad and to submit the same to the SDO to enable him to provide rebate as per instructions. The case was adjourned for next date.

During the proceedings held at Faridabad on 14/11/2014, the consumer as well as respondent SDO was not present.

The consumer intimated on telephone that his mother is serious, so he cannot attend the CGRF hearing on 14/11/2014 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 decides to adjourn the case for next date due to non-presence of consumer as well as respondent SDO. The Forum further directs the respondent SDO to ensure his presence on the hearing of CGRF.

During the proceedings held at Faridabad on 12/12/2014, the consumer was not present but the CA of the respondent sub-division was present.

The consumer requested on telephone 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 decides to adjourn the case for next date due to non-presence of consumer. The Forum also directs the respondent SDO to ensure his presence on the next date of hearing.

To-day, the proceedings held at Faridabad on 16/01/2015. The consumer is not present but respondent SDO as well as CA of the sub-division is present. The SDO stated that the consumer has not submitted the required certificate from DC, Faridabad, so he could not give any rebate as per instructions of 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, this Forum directed the respondent SDO that as and when the requisite documents are submitted by the consumer, he will allow him rebate as admissible on Solar Power Generation System under Haryana Government Scheme for harvesting the Solar Power at the earliest possible. 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 16<sup>th</sup> January, 2015.

**(R.V.Bari)**  
Chairman

**(Satish Malik)**  
Member



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Case No. DH/CGRF-934/2014

Date of Institution: 21.10.2014

Date of Hearing: 17.11.2014

Date of Order: 17.11.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman  
Sh. Satish Malik, Member

In the matter of complaint of Smt. Pista Devi W/o Sh. Omkar, Mohalla Jamalpur,  
Narnaul, Distt., Mohindergarh regarding metering problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.
- 2.SDO/Op. City Sub-Division, DHBVN, Narnaul.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Representative of Nodal Officer  
/CGRF,DHBVN,Hisar

2.SDO of City S/Divn., DHBVN, Narnaul.



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### ORDER

Smt. Pista Devi W/o Sh. Omkar, Mohalla Jamalpur, Narnaul, Distt., Mohindergarh has got an electricity connection A/C No. TT1D-2158 under SDO/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 her energy meter was defective and requested for replacement of the same.

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 17/11/2014 at Narnaul for hearing of the case.

**To-day, the proceedings held at Narnaul on 17/11/2014. The consumer is not present but the respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1562 dated 13/11/2014, stating therein that the meter of the complainant has been changed by his office on dated 12/11/2014.**

**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 decided that as per reply submitted by the respondent SDO, the grievance of the consumer has been redressed. 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 17<sup>th</sup> November, 2014.

**(R.V.Bari)**  
Chairman

**(Satish Malik)**  
Member



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Case No. DH/CGRF-937/2014

Date of Institution: 21.10.2014

Date of Hearing: 17.11.2014

Date of Order: 17.11.2014

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman  
Sh. Satish Malik, Member

In the matter of complaint of Sh. Jiwan Ram Sanghi S/o Sh. Arjun Lal, Mohalla, Siwaji Nagar, Opp. Old Court, Narnaul, Distt., Mohindergarh regarding billing problem and adjusted the excess amount paid by him with ACD in the connection of his real son Sh. Mohender Singh, A/C No. CC-21-1778.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.  
2.SDO/Op. City Sub-Division, DHBVN, Narnaul.

.....Respondents

Appearance:-

For Complainant:  
For the Respondent:

1.Representative.  
1.Representative of Nodal Officer  
/CGRF,DHBVN,Hisar  
2.SDO of City S/Divn., DHBVN, Narnaul.



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### ORDER

Sh. Jiwan Ram Sanghi S/o Sh. Arjun Lal, Mohalla, Siwaji Nagar, Opp. Old Court, Narnaul, Distt., Mohindergarh has got an electricity connection A/C No. PP1D-1129 under SDO/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 he had deposited excess bill of Rs.18020/- and PDCO had been made on his request. The complainant requested the Hon'ble Forum to adjust the excess bill paid by him with ACD in the connection running in the name of his real son Mohender Singh, A/C No. CC-21-1778.

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 17/11/2014 at Narnaul for hearing of the case.

**To-day, the proceedings held at Narnaul on 17/11/2014. The consumer representative as well as respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1561 dated 13/11/2014, stating therein that the bill of A/C No. PP1D-1129 in the name of Sh. Jiwan Ram Sanghi rectified vide SC&AR No. 48/141 dated 18/07/2011. After that the consumer had disconnected the meter in the month of 12/2013 and entered the PDCO in the ledger in the month of 02/2014. So, total amount (-) 18187/- shown in the consumer account. This amount is only adjusted of defective period not deposited by the consumer as aper ledger report.**

**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 refund the amount to the consumer Sh. Jiwan Ram Sanghi S/o Sh. Arjun Lal as he has got his premises disconnected. The said amount be returned to the consumer within 15 days by Cheque 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 17<sup>th</sup> November, 2014.

**(R.V.Bari)**  
Chairman

**(Satish Malik)**  
Member





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Case No. DH/CGRF-940/2014

Date of Institution: 05.11.2014

Date of Hearing: 09.12.2014,09.01.2015  
&06.02.2015

Date of Order: 06.02.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Harish Hasija, Branch Manager, State Bank of Patiala, Jind Chowk, 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.SDO of Sub Divn., DHBVN, Hansi.



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## ORDER

Sh. Harish Hasija, Branch Manager, State Bank of Patiala, Jind Chowk, Hansi, Distt., Hisar has got an electricity connection vide A/C No. 1825222222 under SDO/Op. 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 bills without showing consumed units and bills amount on higher side. It is evident from the bills that some mistake/negligence has taken place either in metering or bills and requested for correction of bills.

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 09/12/2014 at Hisar for hearing of the case.

During the proceedings held at Hisar on 09/12/2014, the consumer as well as respondent SDO was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-1 dated 09/12/2014, stating therein that due to non-availability of rights & software of attribute charges, the bill of consumer could not be set-right. Now, he has the software of attribute charge and in the next bill of consumer, total correction of previous bills will be done & genuine bill will be issued to 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 decides to adjourn the case for next date as per reply submitted by the respondent SDO. The SDO was directed to issue correct bill to the consumer on or before the next date of hearing.

During the proceedings held at Hisar on 09/01/2015, the consumer was not present but the respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.4071 dated 08/01/2015, stating therein that the bill of the applicant has been set-right, MF has been changed and load on bill is also shown on bill as 35 KW. The total account of the consumer has been overhauled and net payable was Rs.8890/- on account of less fixed charged in previous bills.

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 decides to adjourn the case for next date due to non-presence of consumer.

To-day, the proceedings held at Hisar on 06/02/2015. The consumer as well as respondent SDO is present. The SDO stated that the account of the consumer has been set-right, MF has been changed vide his office memo No. 4071 dated 08/01/2015. The consumer, however, demanded detail for the same.

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 will supply necessary details to the consumer. However, since his grievance has been redressed, the 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 6<sup>th</sup> February, 2015.

**(Daljit Singh)**  
Chairman

**(R.V.Bari)**  
Member

**(Satish Malik)**  
Member



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Case No. DH/CGRF-941/2014

Date of Institution: 07.11.2014

Date of Hearing: 09.12.2014, 09.01.2015  
& 06.02.2015

Date of Order: 06.02.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. R.K.Arora S/o Sh. Hari Chand, H.No. 74, Housing Board Colony, Vidyut Nagar, Hisar regarding billing problem.

- .....Complainant/Petitioner

V/s

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

2.SDO/Civil Line Sub-Division, DHBVN, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

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



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### ORDER

Sh. R.K.Arora S/o Sh. Hari Chand, H.No. 74, Housing Board Colony, Vidyut Nagar, Hisar has got an electricity connection vide A/C No. UE01-0053 under SDO/Civil Line Sub-Division, DHBVN, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that on dated 26/08/2014, he had lodged the complaint of his energy meter which had since been found as running fast seeking to his previous electricity bills. On his complaint, the SDO/CCC Sub-Divn., Rajgarh Road, DHBVN, Hisar instructed the concerned JE to get to install MTO (Parallel meter) to verify the frequency of installed meter. But so far, the MTO has not been installed and the electricity bill for the period 21/08/2014 to 20/10/2014 seems to be in huge amount and also the electricity bill of 20/06/2014 to 21/08/2014 is on very high side. The consumer requested the Forum until the MTO is not installed he is unable to remit the amount of his current bill and do the needful.

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 09/12/2014 at Hisar for hearing of the case.

During the proceedings held at Hisar on 09/12/2014, the consumer as well as respondent SDO was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 2068 dated 05/12/2014, stating therein that the consumer has not lodged any complaint regarding checking of meter in his office. Now the MTO is issued vide MTO No. 316505 dated 04/12/2014 and the same was sent to concern JE for install the MTO on consumer premises as well as M&P also, as per Sales Instruction No. 19/2014 subject to installation of check meter and overhauling of consumer's account thereof. As and when the report received, the consumer will be informed as well as to the Hon'ble Forum.

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 decides to adjourn the case for next date.

During the proceedings held at Hisar on 09/01/2015, the consumer was not present but the respondent SDO as well as counsel was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-6 dated 09/01/2015, stating therein that MTO has been issued at site on 03/01/2015 and both the meters i.e. original meter of the consumer as well as parallel meter installed by Nigam has recorded the same reading difference and there was no abnormality found qua the readings in the original meter installed at the premises 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 decides to adjourn the case for next date due to non-presence of consumer.

To-day, the proceedings held at Hisar on 06/02/2015. The consumer is not present but respondent SDO/Counsel is present. The SDO stated that his office has already submitted his reply vide memo No. Spl-6 dated 09/01/2015 and requested on that basis 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 decided that since MTO has been issued at site on 03/01/2015 and both the meters i.e. original meter of the



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consumer as well as parallel meter installed by Nigam have recorded the same reading difference and there is no abnormality qua the reading in the original meter installed at the premises of the consumer, so the amount charged by the respondent SDO is in order. 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 6<sup>th</sup> February, 2015.

**(Daljit Singh)**  
**Chairman**

**(R.V.Bari)**  
**Member**

**(Satish Malik)**  
**Member**



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Case No. DH/CGRF-943/2014

Date of Institution: 07.11.2014

Date of Hearing: 09.12.2014&09.01.2015

Date of Order: 09.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Kulbir Singh S/o Sh. Ram Kumar, A.P.Bir, Near Bagla Road, Rana Pool, Hisar regarding metering problem & others.

.....Complainant/Petitioner

V/s

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

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

.....Respondents

Appearance:-

For Complainant:

1.Present in person.

For the Respondent:

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



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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## ORDER

Sh. Kulbir Singh S/o Sh. Ram Kumar, A.P.Bir, Near Bagla Road, Rana Pool, Hisar has got an electricity connection vide A/C No. EE01-6904 under SDO/Op. City Sub-Division, DHBVN, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent has stopped the electricity connection under Horticulture scheme for the last one year, although he has also given a letter written by the Horticulture Department. The three phase electricity line is already available nearby him and he has requested to get his electricity connection released by providing/Installing energy meter. The tilted poles may also be got set-right. Due to so many trees in the way of electricity line, the line is tripping continuously and requested for cutting of the trees.

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 09/12/2014 at Hisar for hearing of the case.

During the proceedings held at Hisar on 09/12/2014, the consumer as well as respondent SDO/Counsel of respondent was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1261-63 dated 04/12/2014, stating therein that the consumer intends to shortcut the procedure by taking AP connection from mix urban feeder, which as per the instructions of the Nigam is not at all admissible. As per the standing instructions of the Nigam, no agriculture tube well connection shall be given supply from urban or mixed feeders. It is further submitted that there is no existing AP feeder, from the point where the petitioner intends to take a electricity feeder and the respondent had already initiated the process of segregation of feeders and the same is a lengthy and time taking process.

The true facts of the present case is that the petitioner had applied for tube well connection but the electric connection to the petitioner could not be released for want of AP feeder and as per the standing instructions of the Nigam, no new connection applied under AP category be released to the applicant from the mix urban feeder. The mischievousness of the petitioner can very well be deduced from the fact that the petitioner in his application is admitting the fact that the respondent Nigam had stopped releasing the electric connection under AP category from the last one year and despite becoming aware of the fact, the petitioner had approached this Hon'ble Forum whereby seeking relief of release of electric connection. As per the standing instructions of the Nigam, no electric connection can be released from the mix urban feeder or RDS feeder and the AP connection can only be released from the AP feeder otherwise the basic purpose of segregation of feeders stands frustrated. Apart from the release of electric connection under AP category, the other genuine grievance of the petitioner will be redressed by the respondent Nigam soon, if found genuine.

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 decides to adjourn the case for next date.

To-day, the proceedings held at Hisar on 09/01/2015. The consumer as well as respondent SDO/Counsel of the respondent is present. The SDO submitted list of required material and rough sketch for providing additional 25 KVA T/F SOP to Sh. Ashok Kumar, Vill. Pirawali. The SDO stated that the consumer should deposit Rs.11,12,633/- so that his connection could be released from AP feeder. But the consumer expressed his inability to deposit this huge amount.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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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 directed the respondent SDO that the connection of the consumer may be given as desired 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 9<sup>th</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**





# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-945/2014

Date of Institution: 10.11.2014

Date of Hearing: 01.12.2014&06.01.2015

Date of Order: 06.01.2015.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Jagdev S/o Sh. Karam Chand, V&P.O. Dhakal,  
Tehsil, Narwana, Distt., Jind regarding tube well connection problem.

.....Complainant/Petitioner

V/s

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

2.SDO, S/U Sub-Division, DHBVN, Narwana.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present in person.

1. Nodal Officer/CGRF, DHBVN, Hisar

2. SDO of S/U Sub Divn. Narwana.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Jagdev S/o Sh. Karam Chand, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind has applied for AP electricity connection vide application No. 1049/AP dated 06/02/2007 under SDO, S/U Sub-Division, DHBVN, Narwana, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he had applied for AP electricity connection vide application No. 1049/AP dated 06/02/2007. The consumer had deposited all the amount as required by the Nigam, but the connection has not been released so far. The Contractor has erected the poles but due to non availability of T/F & conductor with the department, his connection has not been released up till now. The consumer requested the Forum to get his tube well connection released 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 02/12/2014 at Jind.

**During the proceedings held at Jind on 01/12/2014, the consumer as well as respondent SDO is present.**

**The respondent SDO furnished a consolidated reply in respect of nine no. similar cases stating that due to non-availability of ACSR Conductor, the connection could not be released. The reply of respondent has not been found in order. Therefore, the Forum directs the respondent to release the connection of the consumer and intimate the compliance by the next date besides furnishing case wise proper reply. The case was adjourned for next date.**

**To-day, the proceedings held at Jind on 06.01.2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 9361 dated 24/12/2014, stating therein that the AP connection is sent to Circle office for the tendering and tender also issued by SE office Jind. Contractor of Trunkey work has installed the pole on the consumer field. Only ACSR conductor was not available in the departmental store, so connection was being late. Now 14 KM ACSR conductor has been allocated by SE, Jind and work will be completed as per seniority within month, detail given below:-**

- 1. Date of security deposit 06/02/2007**
- 2. Date of Rs.20,000/- deposit 04/01/2008**
- 3. Date of Span deposit 27/01/2012**
- 4. Date of installation of pole 08/2014.**



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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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 directs the respondent SDO to complete the work within 25 days. Since inordinate delay has occurred and the consumer has suffered loss of interest, the Forum directs that interest @ 12% per annum on the amount deposited by the consumer be paid by the Nigam. However, Nigam may fix the responsibility of the concerned officer or official (if any) for recovery of interest to be paid 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 6<sup>th</sup> January, 2015.

**(R.V.Bari)**

**Chairman**

**(Satish Malik)**

**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-946/2014

Date of Institution: 10.11.2014

Date of Hearing: 01.12.2014&06.01.2015

Date of Order: 06.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Labh Singh S/o Sh. Gyashu Ram, V&P.O. Dhakal,  
Tehsil, Narwana, Distt., Jind regarding tube well connection problem.

.....Complainant/Petitioner

V/s

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

2.SDO, S/U Sub-Division, DHBVN, Narwana.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present in person.

1. Nodal Officer/CGRF, DHBVN, Hisar

2. SDO of S/U Sub Divn. Narwana.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Labh Singh S/o Sh. Gyashu Ram, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind has applied for AP electricity connection vide application No. 549/AP dated 23/11/2006 under SDO, S/U Sub-Division, DHBVN, Narwana, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he had applied for AP electricity connection vide application No. 549/AP dated 23/11/2006. The consumer had deposited all the amount as required by the Nigam, but the connection has not been released so far. The Contractor has erected the poles but due to non availability of T/F & conductor with the department, his connection has not been released up till now. The consumer requested the Forum to get his tube well connection released 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 02/12/2014 at Jind.

**During the proceedings held at Jind on 01/12/2014, the consumer as well as respondent SDO was present.**

**The respondent SDO furnished a consolidated reply in respect of nine no. similar cases stating that due to non-availability of ACSR Conductor, the connection could not be released. The reply of respondent has not been found in order. Therefore, the Forum directs the respondent to release the connection of the consumer and intimate the compliance by the next date besides furnishing case wise proper reply. The case was adjourned for next date.**

**To-day, the proceedings held at Jind on 06.01.2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 9366 dated 24/12/2014, stating therein that the AP connection is sent to Circle office for the tendering and tender also issued by SE office Jind. Contractor of Trunkey work has installed the pole on the consumer field. Only ACSR conductor was not available in the departmental store, so connection was being late. Now 14 KM ACSR conductor has been allocated by SE, Jind and work will be completed as per seniority within month, detail given below:-**

- 5. Date of security deposit 23.11.2006**
- 6. Date of Rs.20,000/- deposit 12.02.2008**
- 7. Date of Span deposit 25.01.2012**
- 8. Date of installation of pole 08/2014.**



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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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 directs the respondent SDO to complete the work within 25 days. Since inordinate delay has occurred and the consumer has suffered loss of interest, the Forum directs that interest @ 12% per annum on the amount deposited by the consumer be paid by the Nigam. However, Nigam may fix the responsibility of the concerned officer or official (if any) for recovery of interest to be paid 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 6<sup>th</sup> January, 2015.

**(R.V.Bari)**

**Chairman**

**(Satish Malik)**

**Member**



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-947/2014

Date of Institution: 10.11.2014

Date of Hearing: 01.12.2014&06.01.2015

Date of Order: 06.01.2015.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Didar Singh S/o Sh. Jaili Ram, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind regarding tube well connection problem.

.....Complainant/Petitioner

V/s

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

2.SDO, S/U Sub-Division, DHBVN, Narwana.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1. Nodal Officer/CGRF, DHBVN, Hisar

2. SDO of S/U Sub Divn. Narwana.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Didar Singh S/o Sh. Jaili Ram, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind has applied for AP electricity connection vide application No. 714/AP dated 27/12/2006 under SDO, S/U Sub-Division, DHBVN, Narwana, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he had applied for AP electricity connection vide application No. 714/AP dated 27/12/2006. The consumer had deposited all the amount as required by the Nigam, but the connection has not been released so far. The Contractor has erected the poles but due to non availability of T/F & conductor with the department, his connection has not been released up till now. The consumer requested the Forum to get his tube well connection released 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 02/12/2014 at Jind.

**During the proceedings held at Jind on 01/12/2014, the consumer representative as well as respondent SDO was present.**

**The respondent SDO furnished a consolidated reply in respect of nine no. similar cases stating that due to non-availability of ACSR Conductor, the connection could not be released. The reply of respondent has not been found in order. Therefore, the Forum directs the respondent to release the connection of the consumer and intimate the compliance by the next date besides furnishing case wise proper reply. The case was adjourned for next date.**

**To-day, the proceedings held at Jind on 06.01.2015. The consumer representative as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 9365 dated 24/12/2014, stating therein that the AP connection is sent to Circle office for the tendering and tender also issued by SE office Jind. Contractor of Trunkey work has installed the pole on the consumer field. Only ACSR conductor was not available in the departmental store, so connection was being late. Now 14 KM ACSR conductor has been allocated by SE, Jind and work will be completed as per seniority within month, detail given below:-**

- 9. Date of security deposit 27.12.2006**
- 10. Date of Rs.20,000/- deposit 08.01.2008**
- 11. Date of Span deposit 27.01.2012**
- 12. Date of installation of pole 08/2014.**





## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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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 directs the respondent SDO to complete the work within 25 days. Since inordinate delay has occurred and the consumer has suffered loss of interest, the Forum directs that interest @ 12% per annum on the amount deposited by the consumer be paid by the Nigam. However, Nigam may fix the responsibility of the concerned officer or official (if any) for recovery of interest to be paid 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 6<sup>th</sup> January, 2015.

**(R.V.Bari)**

**Chairman**

**(Satish Malik)**

**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-948/2014

Date of Institution: 10.11.2014

Date of Hearing: 01.12.2014&06.01.2015

Date of Order: 06.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Satbir S/o Sh. Fateh Singh, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind regarding tube well connection problem.

.....Complainant/Petitioner

V/s

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

2.SDO, S/U Sub-Division, DHBVN, Narwana.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present in person.

1. Nodal Officer/CGRF, DHBVN, Hisar

2. SDO of S/U Sub Divn. Narwana.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Satbir S/o Sh. Fateh Singh, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind has applied for AP electricity connection vide application No. 52/AP dated 17/03/2011 under SDO, S/U Sub-Division, DHBVN, Narwana, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he had applied for AP electricity connection vide application No. 52/AP dated 17/03/2011. The consumer had deposited all the amount as required by the Nigam, but the connection has not been released so far. The Contractor has erected the poles but due to non availability of T/F & conductor with the department, his connection has not been released up till now. The consumer requested the Forum to get his tube well connection released 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 02/12/2014 at Jind.

**During the proceedings held at Jind on 01/12/2014, the consumer as well as respondent SDO was present.**

**The respondent SDO furnished a consolidated reply in respect of nine no. similar cases stating that due to non-availability of ACSR Conductor, the connection could not be released. The reply of respondent has not been found in order. Therefore, the Forum directs the respondent to release the connection of the consumer and intimate the compliance by the next date besides furnishing case wise proper reply. The case was adjourned for next date.**

**To-day, the proceedings held at Jind on 06.01.2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 9364 dated 24/12/2014, stating therein that the AP connection is sent to Circle office for the tendering and tender also issued by SE office Jind. Contractor of Trunkey work has installed the pole on the consumer field. Only ACSR conductor was not available in the departmental store, so connection was being late. Now 14 KM ACSR conductor has been allocated by SE, Jind and work will be completed as per seniority within month, detail given below:-**

- 13. Date of security deposit 24.05.2006**
- 14. Date of Rs.20,000/- deposit 20.12.2007**
- 15. Date of Span deposit 17.03.2011**
- 16. Date of installation of pole 08/2014.**



## **FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**

**DAKSHIN HARYANA BIJLI VITRAN NIGAM**

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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 directs the respondent SDO to complete the work within 25 days. Since inordinate delay has occurred and the consumer has suffered loss of interest, the Forum directs that interest @ 12% per annum on the amount deposited by the consumer be paid by the Nigam. However, Nigam may fix the responsibility of the concerned officer or official (if any) for recovery of interest to be paid 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 6<sup>th</sup> January, 2015.

**(R.V.Bari)**

**Chairman**

**(Satish Malik)**

**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-949/2014

Date of Institution: 10.11.2014

Date of Hearing: 01.12.2014&06.01.2015

Date of Order: 06.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhoop Singh S/o Sh. Chandgi Ram, V&P.O. Dhakal,  
Tehsil, Narwana, Distt., Jind regarding tube well connection problem.

.....Complainant/Petitioner

V/s

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

2.SDO, S/U Sub-Division, DHBVN, Narwana.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present in person.

1. Nodal Officer/CGRF, DHBVN, Hisar

2. SDO of S/U Sub Divn. Narwana.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Dhoop Singh S/o Sh. Chandgi Ram, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind has applied for AP electricity connection vide application No. 548/AP dated 23/11/2006 under SDO, S/U Sub-Division, DHBVN, Narwana, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he had applied for AP electricity connection vide application No. 548/AP dated 23/11/2006. The consumer had deposited all the amount as required by the Nigam, but the connection has not been released so far. The Contractor has erected the poles but due to non availability of T/F & conductor with the department, his connection has not been released up till now. The consumer requested the Forum to get his tube well connection released 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 02/12/2014 at Jind.

**During the proceedings held at Jind on 01/12/2014, the consumer as well as respondent SDO was present.**

**The respondent SDO furnished a consolidated reply in respect of nine no. similar cases stating that due to non-availability of ACSR Conductor, the connection could not be released. The reply of respondent has not been found in order. Therefore, the Forum directs the respondent to release the connection of the consumer and intimate the compliance by the next date besides furnishing case wise proper reply. The case was adjourned for next date.**

**To-day, the proceedings held at Jind on 06.01.2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 9363 dated 24/12/2014, stating therein that the AP connection is sent to Circle office for the tendering and tender also issued by SE office Jind. Contractor of Trunkey work has installed the pole on the consumer field. Only ACSR conductor was not available in the departmental store, so connection was being late. Now 14 KM ACSR conductor has been allocated by SE, Jind and work will be completed as per seniority within month, detail given below:-**

- 17. Date of security deposit 23.11.2006**
- 18. Date of Rs.20,000/- deposit 09.12.2007**
- 19. Date of Span deposit 25.01.2012**
- 20. Date of installation of pole 08/2014.**



## **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](http://www.dhbvn.com)) (e-mail ID: [cgrfdhbvn@gmail.com](mailto:cgrfdhbvn@gmail.com))**

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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 directs the respondent SDO to complete the work within 25 days. Since inordinate delay has occurred and the consumer has suffered loss of interest, the Forum directs that interest @ 12% per annum on the amount deposited by the consumer be paid by the Nigam. However, Nigam may fix the responsibility of the concerned officer or official (if any) for recovery of interest to be paid 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 6<sup>th</sup> January, 2015.

**(R.V.Bari)**

**Chairman**

**(Satish Malik)**

**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Case No. DH/CGRF-950/2014

Date of Institution: 10.11.2014

Date of Hearing: 01.12.2014&06.01.2015

Date of Order: 06.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Telu Ram S/o Sh. Beg Raj, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind regarding tube well connection problem.

.....Complainant/Petitioner

V/s

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

2.SDO, S/U Sub-Division, DHBVN, Narwana.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1. Nodal Officer/CGRF, DHBVN, Hisar

2. SDO of S/U Sub Divn. Narwana.





## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Telu Ram S/o Sh. Beg Raj, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind has applied for AP electricity connection vide application No. 952/AP dated 23/11/2006 under SDO, S/U Sub-Division, DHBVN, Narwana, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he had applied for AP electricity connection vide application No. 952/AP dated 23/11/2006. The consumer had deposited all the amount as required by the Nigam, but the connection has not been released so far. The Contractor has erected the poles but due to non availability of T/F & conductor with the department, his connection has not been released up till now. The consumer requested the Forum to get his tube well connection released 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 02/12/2014 at Jind.

During the proceedings held at Jind on 01/12/2014, the consumer as well as respondent SDO was present.

The respondent SDO furnished a consolidated reply in respect of nine no. similar cases stating that due to non-availability of ACSR Conductor, the connection could not be released. The reply of respondent has not been found in order. Therefore, the Forum directs the respondent to release the connection of the consumer and intimate the compliance by the next date besides furnishing case wise proper reply. The case was adjourned for next date.

To-day, the proceedings held at Jind on 06.01.2015. The consumer representative as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 9362 dated 24/12/2014, stating therein that the AP connection is sent to Circle office for the tendering and tender also issued by SE office Jind. Contractor of Trunkey work has installed the pole on the consumer field. Only ACSR conductor was not available in the departmental store, so connection was being late. Now 14 KM ACSR conductor has been allocated by SE, Jind and work will be completed as per seniority within month, detail given below:-

21. Date of security deposit 12.01.2007
22. Date of Rs.20,000/- deposit 22.01.2008
23. Date of Span deposit 01.12.2012
24. Date of installation of pole 08/2014.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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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 directs the respondent SDO to complete the work within 25 days. Since inordinate delay has occurred and the consumer has suffered loss of interest, the Forum directs that interest @ 12% per annum on the amount deposited by the consumer be paid by the Nigam. However, Nigam may fix the responsibility of the concerned officer or official (if any) for recovery of interest to be paid 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 6<sup>th</sup> January, 2015.

**(R.V.Bari)**

**Chairman**

**(Satish Malik)**

**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-951/2014

Date of Institution: 10.11.2014

Date of Hearing: 01.12.2014&06.01.2015

Date of Order: 06.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dilbag S/o Sh. Mollar, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind regarding tube well connection problem.

.....Complainant/Petitioner

V/s

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

2.SDO, S/U Sub-Division, DHBVN, Narwana.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present in person.

1. Nodal Officer/CGRF, DHBVN, Hisar

2. SDO of S/U Sub Divn. Narwana.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Dilbag S/o Sh. Mollar, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind has applied for AP electricity connection vide application No. 1043/AP dated 23/11/2006 under SDO, S/U Sub-Division, DHBVN, Narwana, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he had applied for AP electricity connection vide application No. 1043/AP dated 23/11/2006. The consumer had deposited all the amount as required by the Nigam, but the connection has not been released so far. The Contractor has erected the poles but due to non availability of T/F & conductor with the department, his connection has not been released up till now. The consumer requested the Forum to get his tube well connection released 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 02/12/2014 at Jind.

**During the proceedings held at Jind on 01/12/2014, the consumer as well as respondent SDO was present.**

**The respondent SDO furnished a consolidated reply in respect of nine no. similar cases stating that due to non-availability of ACSR Conductor, the connection could not be released. The reply of respondent has not been found in order. Therefore, the Forum directs the respondent to release the connection of the consumer and intimate the compliance by the next date besides furnishing case wise proper reply. The case was adjourned for next date.**

**To-day, the proceedings held at Jind on 06.01.2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 9360 dated 24/12/2014, stating therein that the AP connection is sent to Circle office for the tendering and tender also issued by SE office Jind. Contractor of Trunkey work has installed the pole on the consumer field. Only ACSR conductor was not available in the departmental store, so connection was being late. Now 14 KM ACSR conductor has been allocated by SE, Jind and work will be completed as per seniority within month, detail given below:-**

- 25. Date of security deposit 05.02.2007**
- 26. Date of Rs.20,000/- deposit 09.12.2007**
- 27. Date of Span deposit 01.02.2012**
- 28. Date of installation of pole 08/2014.**



## **FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**

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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 directs the respondent SDO to complete the work within 25 days. Since inordinate delay has occurred and the consumer has suffered loss of interest, the Forum directs that interest @ 12% per annum on the amount deposited by the consumer be paid by the Nigam. However, Nigam may fix the responsibility of the concerned officer or official (if any) for recovery of interest to be paid 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 6<sup>th</sup> January, 2015.

**(R.V.Bari)**

**Chairman**

**(Satish Malik)**

**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-952/2014

Date of Institution: 10.11.2014

Date of Hearing: 01.12.2014&06.01.2015

Date of Order: 06.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Naseeb Singh S/o Sh. Kashi Ram, V&P.O. Dhakal,  
Tehsil, Narwana, Distt., Jind regarding tube well connection problem.

.....Complainant/Petitioner

V/s

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

2.SDO, S/U Sub-Division, DHBVN, Narwana.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1. Nodal Officer/CGRF, DHBVN, Hisar

2. SDO of S/U Sub Divn. Narwana.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Naseeb Singh S/o Sh. Kashi Ram, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind has applied for AP electricity connection vide application No. 791/AP dated 23/11/2006 under SDO, S/U Sub-Division, DHBVN, Narwana, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he had applied for AP electricity connection vide application No. 791/AP dated 23/11/2006. The consumer had deposited all the amount as required by the Nigam, but the connection has not been released so far. The Contractor has erected the poles but due to non availability of T/F & conductor with the department, his connection has not been released up till now. The consumer requested the Forum to get his tube well connection released 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 02/12/2014 at Jind.

**During the proceedings held at Jind on 01/12/2014, the consumer as well as respondent SDO was present.**

**The respondent SDO furnished a consolidated reply in respect of nine no. similar cases stating that due to non-availability of ACSR Conductor, the connection could not be released. The reply of respondent has not been found in order. Therefore, the Forum directs the respondent to release the connection of the consumer and intimate the compliance by the next date besides furnishing case wise proper reply. The case was adjourned for next date.**

**To-day, the proceedings held at Jind on 06.01.2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 9359 dated 24/12/2014, stating therein that the AP connection is sent to Circle office for the tendering and tender also issued by SE office Jind. Contractor of Trunkey work has installed the pole on the consumer field. Only ACSR conductor was not available in the departmental store, so connection was being late. Now 14 KM ACSR conductor has been allocated by SE, Jind and work will be completed as per seniority within month, detail given below:-**

**29. Date of security deposit 29.12.2006**

**30. Date of Rs.20,000/- deposit 10.01.2008**

**31. Date of Span deposit 05.07.2013**

**32. Date of installation of pole 08/2014.**



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 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 directs the respondent SDO to complete the work within 25 days. Since inordinate delay has occurred and the consumer has suffered loss of interest, the Forum directs that interest @ 12% per annum on the amount deposited by the consumer be paid by the Nigam. However, Nigam may fix the responsibility of the concerned officer or official (if any) for recovery of interest to be paid 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 6<sup>th</sup> January, 2015.

**(R.V.Bari)**

**Chairman**

**(Satish Malik)**

**Member**





# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-953/2014

Date of Institution: 10.11.2014

Date of Hearing: 01.12.2014&06.01.2015

Date of Order: 06.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Mollar Ram S/o Sh. Kanhiya Ram, V&P.O. Dhakal,  
Tehsil, Narwana, Distt., Jind regarding tube well connection problem.

.....Complainant/Petitioner

V/s

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

2.SDO, S/U Sub-Division, DHBVN, Narwana.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1. Nodal Officer/CGRF, DHBVN, Hisar

2. SDO of S/U Sub Divn. Narwana.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Mollar Ram S/o Sh. Kanhiya Ram, V&P.O. Dhakal, Tehsil, Narwana, Distt., Jind has applied for AP electricity connection vide application No. 1739/AP dated 23/11/2006 under SDO, S/U Sub-Division, DHBVN, Narwana, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he had applied for AP electricity connection vide application No. 1739/AP dated 23/11/2006. The consumer had deposited all the amount as required by the Nigam, but the connection has not been released so far. The Contractor has erected the poles but due to non availability of T/F & conductor with the department, his connection has not been released up till now. The consumer requested the Forum to get his tube well connection released 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 02/12/2014 at Jind.

**During the proceedings held at Jind on 01/12/2014, the consumer as well as respondent SDO was present.**

**The respondent SDO furnished a consolidated reply in respect of nine no. similar cases stating that due to non-availability of ACSR Conductor, the connection could not be released. The reply of respondent has not been found in order. Therefore, the Forum directs the respondent to release the connection of the consumer and intimate the compliance by the next date besides furnishing case wise proper reply. The case was adjourned for next date.**

**To-day, the proceedings held at Jind on 06.01.2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 9367 dated 24/12/2014, stating therein that the AP connection is sent to Circle office for the tendering and tender also issued by SE office Jind. Contractor of Trunkey work has installed the pole on the consumer field. Only ACSR conductor was not available in the departmental store, so connection was being late. Now 14 KM ACSR conductor has been allocated by SE, Jind and work will be completed as per seniority within month, detail given below:-**

**33. Date of security deposit 23.11.2006**

**34. Date of Rs.20,000/- deposit 04.01.2008**

**35. Date of Span deposit 27.01.2012**

**36. Date of installation of pole 08/2014.**



## **FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**

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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 directs the respondent SDO to complete the work within 25 days. Since inordinate delay has occurred and the consumer has suffered loss of interest, the Forum directs that interest @ 12% per annum on the amount deposited by the consumer be paid by the Nigam. However, Nigam may fix the responsibility of the concerned officer or official (if any) for recovery of interest to be paid 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 6<sup>th</sup> January, 2015.

**(R.V.Bari)**

**Chairman**

**(Satish Malik)**

**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-955/2014

Date of Institution: 10.11.2014

Date of Hearing: 09.12.2014, 09.01.2015  
& 06.02.2015

Date of Order: 06.02.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Sunil Kumar S/o Sh. Ramesh Chander, V&P.O. Majra, Tehsil, Narnaund, 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 in person.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar

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



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Sunil Kumar S/o Sh. Ramesh Chander, V&P.O. Majra, Tehsil, Narnaund, Distt., Hisar has got an electricity connection vide A/C No. HS1D/638 under SDO/Op. 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 had issued wrong bill. He visited the office of SDO, Hansi & XEN, Hansi, but no action has been taken uptill now 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 09/12/2014 at Hisar for hearing of the case.

During the proceedings held at Hisar on 09/12/2014, the consumer as well as respondent SDO was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. SPL-2 dated 09/12/2014, stating therein that the problem is of group change & bill correction. The group of consumer from HS to A3 is changed and bill in the next cycle will be set-right.

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 decides to adjourn the case for next date.

During the proceedings held at Hisar on 09/01/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 4072 dated 08/01/2015, stating therein that group of said bill has been changed to desired one and bill is corrected which will be shown in the next 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, the Forum directed the respondent SDO to submit compliance report on or before the next date of hearing.

To-day, the proceedings held at Hisar on 06/02/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 4433 dated 06/02/2015, stating therein that the group of consumer has already been changed from HS to A3 and account of the consumer has also been overhauled/set-right upto date.

The consumer has also written on the SDO reply that his grievance has been redressed and he is satisfied 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 decided to close the case as per reply submitted by the respondent SDO as well as consumer consent. 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 6<sup>th</sup> February, 2015.

**(Daljit Singh)**  
Chairman

**(R.V.Bari)**  
Member

**(Satish Malik)**  
Member



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-957/2014

Date of Institution: 12.11.2014

Date of Hearing: 17.11.2014, 17.12.2014  
& 19.01.2015

Date of Order: 19.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman  
Sh. Satish Malik, Member

In the matter of complaint of Sh. Bharat Singh S/o Sh. Singh Ram, Chhajupuram Colony, Mohindergarh regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Mohindergarh.
- 2.SDO/Op. City Sub-Division, DHBVN, Mohindergarh.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1. None.

1. Nodal Officer /CGRF, DHBVN, Hisar
2. Representative of City S/Divn., DHBVN, Mohindergarh.



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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## ORDER

Sh. Bharat Singh S/o Sh. Singh Ram, Chhajupuram Colony, Mohindergarh has got an electricity connection A/C No. CC1D-0704 under SDO/Op. City Sub-Division, DHBVN, Mohindergarh, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent had issued inflated bills. The consumer stated that his meter is running fast and requested for checking the meter and 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 17/11/2014 at Narnaul for hearing of the case.

**During the proceedings held at Narnaul on 17/11/2014, the consumer as well as representative of respondent SDO was present. The respondent SDO stated that his office could not prepare the reply of the complaint 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 decides to adjourn the case for next date.**

During the proceedings held at Narnaul on 17/12/2014, the consumer representative as well as representative of respondent SDO was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.2118 dated 24/11/2014 & 2380 dated 16/12/2014, stating therein that the meter of the complainant has been changed on 01/04/2014. After change of meter, the billing for the month of 02/2014 & 04/2014 has been raised to the consumer on average basis. Now, the average billing has been adjusted vide sundry item No. 694/74/217, amounting to Rs.1814/- and the same amount will be adjusted in the next 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, the Forum concludes that the account of the consumer has been overhauled by the respondent SDO, but the case was adjourned for next date due to non-presence of consumer.

To-day, the proceedings held at Narnaul on 19/01/2015. The consumer is not present but the representative of sub-division is present. The representative of respondent SDO stated that as per direction of Hon'ble Forum on 17/12/2014, the account of the consumer has been overhauled and grievance of the consumer has been redressed.

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 decided that the grievance of the consumer has been redressed 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 19<sup>th</sup> January, 2014.

**(R.V.Bari)**

**Chairman**

**(Satish Malik)**

**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-958/2014

Date of Institution: 11.11.2014

Date of Hearing: 05.12.2014&13.01.2015

Date of Order: 13.01.2015.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V. Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Brij Lal S/o Sh. Khachera Singh, H.No. 274, Vidhuri Mansion, Shiv Mandir Lane, Parkash Vihar, Palwal regarding billing problem.

.....Complainant/Petitioner

V/s

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

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

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Nodal Officer, CGRF, DHBVN, Hisar.

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





## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Brij Lal S/o Sh. Khachera Singh, H.No. 274, Vidhuri Mansion, Shiv Mandir Lane, Parkash Vihar, Palwal has got an electricity connection bearing A/C No. 7124800000 under SDO/Op. Sub-Division, DHBVN, Palwal, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that his domestic energy meter installed outside the house. He has received a bill of Rs.13333/- for the period 13/07/2014 to 16/09/2014 which seems wrong. The respondent has not sent his energy bill at his residence. He takes bill from the respondent office on 10/11/2014 and requesting the following reliefs:-

1. Correction of wrong bill.
2. Issuing instruction for change of faulty meter.
3. Waiver of surcharge due to late receipt of bill.
4. Delivery and issue of bill after 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 05/12/2014 at Palwal for hearing of the case.

During the proceedings held at Palwal on 05/12/2014, the consumer as well as CA of respondent sub-division was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1405 dated 03/12/2014, stating therein that the meter checked from M&T Lab, Faridabad vide Challan No. 1388 dated 02/12/2014 and declared by the M&T Lab vide his memo No. 584 dated 02/12/2014 that both M&T seals are genuine and meter found slow by 6.10%. The respondent further stated that the faulty meter of the consumer has already been replaced.

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;

1. Bill may be got deposited in three equal installments without any surcharge.
2. Surcharge of last bill i.e. 10/2014 may be waived off.
3. HESL staff may be advised to take proper reading of the consumer and action as deemed fit may be taken against HESL authorities.
4. The respondent submits compliance report on or before the next date of hearing.

To-day, the proceedings held at Palwal on 13/01/2015. The consumer is not present but the respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 22 dated 08/01/2015, stating



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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therein that surcharge for the period 10/2014 has been waived off from the consumer bill Rs.392/- vide sundry No. 421/R-100 as per the decision of Forum and a letter issued to the HESL for explanation and deducted Rs.500/- penalty in his payment bill during the month of Dec., 2014 in compliance of Forum order.

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 decided that the reply submitted by the respondent SDO is in order and grievance of the consumer has been redressed. 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 13<sup>th</sup> January, 2015.

**(R.V.Bari)**  
Chairman

**(Satish Malik)**  
Member



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-960/2014

Date of Institution: 11.11.2014

Date of Hearing: 05.12.2014&13.01.2015

Date of Order: 13.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Raj Kumar S/o Sh. Sant Lal, R/O SL Chilling Plant, Sanwal Vihar, Near Rohal Motor, GT Road, Palwal regarding billing problem.

.....Complainant/Petitioner

V/s

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

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

.....Respondents

Appearance:-

For Complainant:

1.Present in person.

For the Respondent:

1.Nodal Officer,CGRF, DHBVN, Hisar.

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



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Raj Kumar S/o Sh. Sant Lal R/o SL Chilling Plant, Sanwal Vihar, Near Rohan Motor, GT Road, Palwal has got an electricity connection bearing A/C No. KMS-5 under SDO/Op. Sub-Division, DHBVN, Palwal, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that his Ice Factory Cable had burnt on 04/07/2014 and respondent JE had disconnected the supply. After that the respondent has replaced the burnt cable and connects the supply. The consumer requested the Forum to waive off the surcharge of disconnected period i.e. 04/07/2014 to 30/09/2014.

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 05/12/2014 at Palwal for hearing of the case.

During the proceedings held at Palwal on 05/12/2014, the consumer as well as CA of respondent sub-division was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1397 dated 03/12/2014, stating therein that the case for refund of fix charge of three months of the disconnection period has already been sent to XEN/Op. Division, DHBVN, Palwal for approval vide his office memo No. 1377 dated 24/11/2014.

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 directed the respaondent SDO to submit above compliance report on or before the next date of hearing.

To-day, the proceedings held at Palwal on 13/01/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 20 dated 08/01/2015, stating therein that fixed charge for the period 05/07/2014 to 03/10/2014 for the disconnection period has been adjusted Rs.24480/- vide sundry No. 420/R-100 as per approval given by XEN/Op. Division, DHBVN, Palwal vide his memo No. 16527/GC/CB dated 24/12/2014 and credited in consumer energy bill in Jan., 2015.

The consumer has submitted written consent that his grievance has been redressed by the respondent SDO and he is satisfied.

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 decides to close the case 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 13<sup>th</sup> January, 2015.

**(R.V.Bari)**  
Chairman

**(Satish Malik)**  
Member



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-964/2014

Date of Institution: 18.11.2014

Date of Hearing: 09.12.2014&09.01.2015

Date of Order: 09.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Smt. Kanta Devi W/o Sh. Mangal Singh, V&P.O. Habatpur, 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.None.

For the Respondent:

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



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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## ORDER

Smt. Kanta Devi W/o Sh. Mangal Singh, V&P.O. Habatpur, Tehsil, Narnaund, Distt., Hisar has got AP electricity connection vide Application No. 57488/AP dated 24/04/2014, A/C No. BQ-53-2981 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 she had applied for tube well connection vide application No. 57488/AP dated 24/04/2014 and completed all the formalities required by the Nigam, but the connection has not been released uptill now and requested the Forum to order for release of 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 09/12/2014 at Hisar for hearing of the case.

During the proceedings held at Hisar on 09/12/2014, the representative of consumer as well as CA & Counsel of respondent SDO was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Special-1 dated 09/12/2014, stating therein that the true facts of the present case is that the adjoining neighbor of the petitioner and the petitioner were having a strained terms with each other and both of them on one pretext or other were found ways to disturb each other and in the series of the same, the neighbor of the petitioner had not allowed the officials of the respondent to lay down the electric line to the fields of the petitioner and whenever the official of the respondent went to the spot for laying the electric line, the neighbor of the petitioner started scuffle with the officials of the respondent and had also passes threat that if the electric line of the petitioner is restored, then he will implicate the respondents in some false case and the officials of the same with a view to avoid any such like situation had come back. However, it is submitted that even as on date, the respondent is still ready to release the electric connection, if he be provided police help for laying the electric line in their presence.

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 will take help of Police and complete the work of the consumer and ensure his presence on the next date of hearing along with compliance report.

To-day, the proceedings held at Hisar on 09/01/2015. The consumer is not present but respondent SDO/Counsel of the respondent is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Special 2 dated 09/01/2015, stating therein that the petitioner has amicably sorted their grievances with her neighbor and upon the same, the office of the respondent without receiving any interruption from the neighbor of the petitioner, has successfully laid electric line on the field of the petitioner and now the electric connection to the premises of the petitioner is running and after releasing of the electric connection to the petitioner, all her grievances stand redressed.

The consumer has submitted her consent, addressed to Chairman, CGRF, Hisar that her grievances have been redressed by the respondent 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 decides to close the case as per reply of respondent SDO as well as consumer consent. 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 9<sup>th</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-966/2014

Date of Institution: 26.11.2014

Date of Hearing: 17.12.2014&19.01.2015

Date of Order: 19.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman  
Sh. Satish Malik, Member

In the matter of complaint of Sh. Sultan Singh S/o Sh. Arjun Singh, Gudri Mohalla,  
Near Hanuman Mandir, Narnaul, Distt., Mohindergarh regarding shifting of line.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.
- 2.SDO/Op. City Sub-Division, DHBVN, Narnaul.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1. Present.

1. Nodal Officer /CGRF,DHBVN,Hisar

2.CA of City S/Divn., DHBVN, Narnaul.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Sultan Singh S/o Sh. Arjun Singh, Gudri Mohalla, Near Hanuman Mandir, Narnaul, Distt., Mohindergarh has got an electricity connection A/C No. F-1943 under SDO/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 HT line passing over his house which is lying idle and tight the LT line ACSR 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 16/12/2014 at Narnaul for hearing of the case.

During the proceedings held at Narnaul on 17/12/2014, the consumer as well as respondent SDO was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-3 dated 17/12/2014, stating therein that 11KV idle line passing over the house of complainant was used as stay purpose and LT line in running position. If the consumer deposited the expenditure of removal of line then the idle line will be removed.

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 remove the idle line of HT and tight the ACSR conductor of LT line and submit report on or before the next date of hearing.

To-day, the proceedings held at Narnaul on 19/01/2015. The consumer as well as CA of the respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-3 dated 19/01/2015, stating therein that idle line has been removed which was passing over the consumer house.

The consumer also stated that the idle line has been removed by the respondent SDO but ACSR conductors are very loose and requested to tight the same at proper height.

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 ACSR conductor be tightened at proper height and if the ACSR conductor is old, the same be replaced with new ACSR conductor 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 19<sup>th</sup> January, 2015.

(R.V.Bari)  
Chairman

(Satish Malik)  
Member





# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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**Case No. DH/CGRF-969/2014**

**Date of Institution: 08.12.2014**

**Date of Hearing: 12.12.2014&16.01.2015**

**Date of Order: 16.01.2015**

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Rajnish Mittal S/o Sh. Kharati Ram Mittal, H.No. 297, Sector-37, 1st Floor, Faridabad regarding billing problem

.....Complainant/Petitioner

V/s

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

2.SDO/Op. Sub-Division , Mathura Road, DHBVN, Palla, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.None.

1.Nodal Officer/CGRF, DHBVN, Hisar

2.SDO/CA of sub-division, Palla, Old Faridabad.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### **ORDER**

Sh. Rajnish Mittal S/o Sh. Kharati Ram Mittal, H.No. 297, Sector-37, 1st Floor, Faridabad has got an electricity connection A/C No. LL15-6334 under SDO/Op. Sub-Division, Mathura Road, DHBVN, Palla, Old 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 period 25/08/2014 to 25/10/2014 of Rs.16139/-, which is wrong and requested the Forum to issue correct bill on actual 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 12/12/2014 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 12/12/2014, the representative of consumer as well as CA of the respondent SDO was present. The respondent SDO could not submit reply 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 decided to adjourn the case for next date on the request of the SDO. The SDO was further directed that on the basis of reading taken on 25/06/2014 and 22/09/2014, the account of the consumer be overhauled taking into consideration the slab aspects and submit report on or before the next date of hearing.

To-day, the proceedings held at Faridabad on 16/01/2015. The consumer is not present but the respondent SDO/CA of the sub-division is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 3156 dated 16/01/2015, stating therein that the billing of the consumer has been done dividing tariff charged & excess amount charged in consumer account. Now, Rs.2688/- adjusted in consumer account vide SC&AR No. 189/R-43. The consumer is satisfied as per discussion on telephone.

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 16<sup>th</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-970/2014

Date of Institution: 08.12.2014

Date of Hearing: 17.12.2014 & 19.01.2015

Date of Order: 19.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V. Bari, Chairman  
Sh. Satish Malik, Member

In the matter of complaint of Sh. Naresh Kumar S/o Sh. Ram Phal Latha, H.No. 1123,  
Phase-1, Sector-1, HUDA, Narnaul, Distt., Mohindergarh regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.  
2.SDO/Op. City Sub-Division, DHBVN, Narnaul.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1. Present.

1. Nodal Officer /CGRF, DHBVN, Hisar

2. CA of City S/Divn., DHBVN, Narnaul.



## 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](http://www.dhbvn.com)) (e-mail ID: [cgrfdhbvn@gmail.com](mailto:cgrfdhbvn@gmail.com))

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### ORDER

Sh. Naresh Kumar S/o Sh. Ram Phal Latha, H.No. 1123, Phase-1, Sector-1, HUDA, Narnaul, Distt., Mohindergarh has got an electricity connection A/C No. 3017311111 under SDO/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 the respondent declared his energy meter defective while his meter is working O.K. The respondent issued bill on average basis which is wrong and requested for correction of bill on actual consumption.

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 16/12/2014 at Narnaul for hearing of the case.

**During the proceedings held at Narnaul on 17/12/2014, the consumer as well as respondent SDO was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.Spl-2 dated 17/12/2014, stating therein that the consumer has taken a temporary connection. In the month of 04/2014 & 05/2014, the bill raised to the consumer on MMC basis, but in the month of 06/2014, the old reading shown 70 and new reading 0 by the Meter Reader, so the bill rose to the consumer on average basis. After that in the month of 8/2014, the bill raised to the consumer on reading basis which is not deposited by the consumer. His office has issued bill for 09/2014 to 11/2014 to the consumer on actual reading consumed, but in the month of 12/2014, the bill issued from reading 70 to 420. In the month of 06/2014 to 11/2014, the bills issued to the consumer were wrong. In 12/2014, Rs.7664/- adjusted in system and correct the bill and Rs.5950/- due which is paid by the consumer. But the consumer has not deposited the same.**

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 SDO that the meter be got checked through M&T Lab in presence of consumer and then SDO is to overhaul the account of the consumer as per actual reading, if report of M&T Lab for this meter is found O.K. and submit report on or before the next date of hearing.

To-day, the proceedings held at Narnaul on 19/01/2015. The consumer as well as CA of the respondent Sub-Division is present. The CA of the respondent sub-division stated that they could not get the meter of the consumer checked from 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 and discussion held during the course of hearing in the case, the Forum again directed the respondent SDO to get the meter checked from M&T Lab in the presence of consumer and overhaul the account of the consumer as per the instructions of Nigam and issue correct bill to the consumer and case is closed from the Forum. 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 19<sup>th</sup> January, 2015.

**(R.V.Bari)**  
Chairman

**(Satish Malik)**  
Member



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-975/2014

Date of Institution: 11.12.2014

Date of Hearing: 24.12.2014&21.01.2015

Date of Order: 21.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Smt. Parveen Lata W/o Sh. Anil Kumar Bajaj, Near Khatu Shyam Mandir, Rania Road, Sirsa regarding billing problem.

.....Complainant/Petitioner

V/s

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

2.SDO, Indl. Area Sub-Division, DHBVN, Sirsa.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1. Nodal Officer/ CGRF,DHBVN,Hisar.

2..CA of Indl.Area Sub Divn.,DHBVN,Sirsa



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### ORDER

Smt. Parveen Lata W/o Sh. Anil Kumar Bajaj, Near Khatu Shyam Mandir, Rania Road, Sirsa has got an electricity connection vide A/C No. SA29/1707 under SDO, Indl. Area 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 raised bill on dated 21/01/2014 in which previous reading shows 4198 and new reading shows 81075 and she lodged a complaint to the respondent SDO. On dated 22/03/2014, the respondent issued bill of previous reading 81075 and new reading 33790 and amounting to Rs.34453/- and she lodged another complaint in SDO office but no action has been taken by the respondent SDO. After that she visited the office of XEN, Sirsa but no action taken by the XEN office. On dated 20/05/2014, the department issued bill by showing previous reading 33790 and on dated 23/07/2014 next bill raised by showing reading 33790. The consumer also stated that after lodging complaint with the department, no action has been taken uptill now and requested the Forum for correction of her 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 24/12/2014 at Sirsa for hearing of the case.

During the proceedings held at Sirsa on 24/12/2014, the representative of consumer as well as respondent SDO was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 3858/IA-26 dated 19/12/2014, stating therein that during the month of 01/2014 reading shown by HESL Meter Reader as 81075 with D Code and computer billed on average units 430 and consumer lodged a complaint No. 95592 to check the working of the meter. Moreover, as per JE verification reading noted 9106 units on dated 05/02/2014 and account rectified as per report and Rs.32512/- charged vide SC&AR No. 132/41. On further checking vide SJO No. 1404 dated 29/01/2014, the display of the meter found defective. Hence, meter replaced vide MCO No. 87/515 dated 14/05/2014.

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 directed the respondent SDO that old removed meter to be got checked from M&T Lab of accuracy of meter in the presence of consumer and submit report on or before the next date of hearing. The SDO further directed to submit consumption of old removed meter from previous one year and existing meter consumption also after affecting the MCO. The Forum directed the Nodal Officer that the responsibility of the concerned JE who failed to get the old meter checked from M&T Lab and did not submit MCO in time, may be fixed and departmental disciplinary action may be taken against the delinquent JE. The current bill may be got deposited from the consumer till the final decision given by the Forum. The case was adjourned for next date.

To-day, the proceedings held at Sirsa on 21.01.2015. The consumer as well as CA of the respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 415/IA-26 dated 20/01/2015, stating therein that old removed meter which was to be got checked from M&T Lab in the presence of consumer could not be checked due to absence from duty of the JE who replaced the meter, a registered letter sent to his home address vide his office memo No. 303/CA dated 14/01/2015 but the reply is still awaited. However, the consumer informed the Forum that he was present along with SDO Mr. S.K.Mehta and Sh. Ravinder Pal, JE, when meter was checked in the Lab but nothing came out in this checking.



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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 concludes that there was a sudden jump in the meter reading and the consumer should not be charged for this. The pattern of consumption for the previous one year was also produced to the Forum and it is noticed that bi-monthly consumption was almost uniform. Therefore, the Forum directs the respondent SDO to withdraw the amount excess billed to the consumer and overhaul his account on the basis of consumption pattern of last corresponding six months. 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 21<sup>st</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-976/2014

Date of Institution: 11.12.2014

Date of Hearing: 09.01.2015

Date of Order: 09.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Sube Singh S/o Sh. Kedar Singh, V&P.O. Bhaklana, Tehsil, Hansi, Distt., Hisar regarding tube well connection.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

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

.....Respondents

Appearance:-

For Complainant:

1.Present in person.

For the Respondent:

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





## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Sube Singh S/o Sh. Kedar Singh, V&P.O. Bhaklana, Tehsil, Hansi, Distt., Hisar has applied for AP electricity connection vide Application No. APP/28170 dated 27/09/2001 under SDO/Op. Sub-Division, DHBVN, Mundhal, 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, vide application No. APP/28167 dated 27/08/2001 and security deposited Rs. 120/- on dated 27/08/2001, but the respondent has given no notice/intimation regarding tube well connection and requested for release 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 09/01/2015 at Hisar for hearing of the case.

To-day, the proceedings held at Hisar on 09/12/2014. The consumer as well as respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 4911 dated 31/12/2014, stating therein that the applicant Sh. Sube Singh S/o Sh. Kedar Singh, V&P.O. Bhaklana, Tehsil & Distt., Hisar applied for new connection for AP category vide app. No. 28167 dated 27/08/2001. The application was canceled due to non-compliance of demand notice as verified from service connection register.

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 will submit fresh security for AP connection and SDO is directed to give connection to the consumer on priority being lapse of security more than 13 years ago. 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 9<sup>th</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**



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Case No. DH/CGRF-977/2014

Date of Institution: 16.12.2014

Date of Hearing: 24.12.2014&21.01.2015

Date of Order: 21.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Guran Ditta, V&P.O. Darbi, Distt., Sirsa regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen, S/U Division, DHBVN, Sirsa.

2.SDO, S/U Sub-Division, DHBVN, Sirsa.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1. Nodal Officer/ CGRF,DHBVN,Hisar.  
2..SDO of S/U Sub Divn.,DHBVN,Sirsa



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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## ORDER

Smt. Rekha D/o Late Sh. Hansraj S/o Late Sh. Guran Ditta, V&P.O. Darbi, Distt., Sirsa has got an electricity connection vide A/C No.SS09/1365 DS( in the name of her father-in-law) under SDO, S/U Sub-Division, DHBVN, Sirsa, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that her electricity meter was defective. The respondent changed her defective meter and raised bill of old meter on wrong reading. His father & mother had already expired and her connected load is 0.500 KW and requested for correction her 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 24/12/2014 at Sirsa for hearing of the case.

During the proceedings held at Sirsa on 24/12/2014, the representative of consumer as well as respondent SDO was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 4224 dated 23/12/2014, stating therein that the electric meter of the consumer has been changed vide MCO No. 19/166 dated 08/01/2013, meter working defective FR-4733 and IR-2. The audit party has raised half margin No. 98/78 dated 30/09/2013 for difference of final reading.

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 re-overhaul the account of the consumer taking into consideration the pattern of consumption of new meter and submit report on or before the next date of hearing.

To-day, the proceedings held at Sirsa on 21/01/2015. The consumer is not present but the respondent SDO is present. The SDO submitted reply through Nodal Office/CGRF, DHBVN, vide his office memo No. 4524 dated 20/01/2015, stating therein that the energy bill of the consumer has been rer-overhauled as per order of CGRF, DHBVN, Hisar on the pattern of new meter consumption and Rs.10063/- is adjusted through SC&AR No. 82/306 dated 15/01/2015.

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 decides to close the case as per reply submitted by the respondent SDO as well as consent given by the consumer in writing that her grievance has been redressed and she is satisfied. 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 21<sup>st</sup> January, 2015.

**(R.V.Bari)**  
Chairman

**(Satish Malik)**  
Member



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-978/2014

Date of Institution: 16.12.2014

Date of Hearing: 24.12.2014&21.01.2015

Date of Order: 21.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Kishan Lal, H.No. 514, Old Housing Board Colony, Sirsa regarding billing problem.

.....Complainant/Petitioner

V/s

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

2.SDO, Indl. Area Sub-Division, DHBVN, Sirsa.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1. Nodal Officer/ CGRF,DHBVN,Hisar.

2..CA of Indl.Area Sub Divn.,DHBVN,Sirsa



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Kishan Lal, H.No. 514, Old Housing Board Colony, Sirsa has got an electricity connection vide A/C No. SA18/0270 under SDO, Indl. Area Sub-Division, DHBVN, Sirsa, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his old meter was replaced with new meter. His old meter sanctioned load was 0.500 KW but respondent had shown sanctioned load 1.200 KW while replaced new meter. The consumer also stated that his meter jumped and requested for correction of bill along with sanctioned load to be corrected from 1.200KW to 0.500 KW.

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 24/12/2014 at Sirsa for hearing of the case.

During the proceedings held at Sirsa on 24/12/2014, the consumer as well as respondent SDO was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 3874/IA-CA dated 23/12/2014, stating therein that the premises of the consumer checked vide LL-1 No. 8/794 dated 14/08/2014 and found used unauthorized extension of load; meter removed from site and packed & referred to M&T Lab, Sirsa for its verification. Moreover, as per joint checking report by M&T Lab, Sirsa vide its office memo No. 565/510 dated 27/08/2014, meter after opening card box verified and found reading 10556 units, seals OK, accuracy of the meter checked and found within permissible limit. Further as per Lab report, difference of units i.e.  $10556 - 5917 = 4639$  units and penalty of unauthorized load charged in the tune of Rs.36029/- vide SC&AR No. 140/82/131.

After going through the case file, the information/documents supplied by the complainant 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 accept current bill till the final decision of this Forum and case was adjourned for next date. Respondent SDO was further directed to produce to the Forum the detail of bi-monthly units consumed by the meter installed at the consumer's premises along with the amount billed to and deposited by the consumer. SDO was further directed to ensure the presence of the concerned meter reader along with his meter reading record for the last two years on the next date of hearing.

To-day, the proceedings held at Sirsa on 21/01/2015. The consumer as well as CA of the respondent sub-division is present. The SDO submitted the detail of bi-monthly units consumed by the meter installed at the consumer premises along with the amount billed and deposited by the consumer through Nodal Officer/CGRF, DHBVN, vide his office memo No. 416/IA-26 dated 20/01/2015.



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-: 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 concludes that there was a sudden jump in the meter reading and the consumer should not be charged for this. The pattern of consumption for the previous one year was also produced to the Forum and it is noticed that bi-monthly consumption was almost uniform. Therefore, the Forum directs the respondent SDO to withdraw the amount excess billed to the consumer and overhaul his account on the basis of consumption pattern of last corresponding six months. 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 21<sup>st</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-979/2014

Date of Institution: 16.12.2014

Date of Hearing: 09.01.2015

Date of Order: 09.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Smt. Mukesh W/o Sh. Bani Singh, H.No. 230, T.P. Scheme, Surajmal Enclave, Sector-5, Hisar regarding non providing of electricity connection and not charge the development charges for unauthorized area.

.....Complainant/Petitioner

V/s

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

2.AEE/Op. City Sub-Division, DHBVN, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

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



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Smt. Mukesh W/o Sh. Bani Singh, H.No. 230, T.P.Scheme, Surajmal Enclave, Sector-5, Hisar has applied for electricity connection under AEE/Op. City Sub-Division, DHBVN, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent is not providing connection to the complainant in House No. 230, T.P.Scheme, Surajmal Enclave, Sector-5, Hisar and the respondent is demanding development charges for unauthorized area in terms of WTD decision agenda item No. 79.14 dated 21/08/2012. The consumer stated that the area of Suurajmal Enclave, Sector-5, Hisar is authorized colony vide Govt. of Haryana Endst.No. 8/76/91-6CI dated 06/11/2006 and bearing drawing No. DTP(H)3414 dated 20/07/2006.

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 09/01/2015 at Hisar for hearing of the case.

To-day, the proceedings held at Hisar on 09/01/2015. The representative of consumer as well as SDO/Counsel of respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 55/56 dated 07/01/2015, stating therein that Surajmal Enclave, Sector-5, Hisar area is not authorized, it is not included in the list of authorized colonies circulated by M.C. Hisar. Therefore, the development charges are recoverable from the consumer. Moreover, the charges of street lighting are being paid by the Colonizer and not by the Municipal Committee.

In the course of hearing of the case, the consumer stated that he needs the connection urgently and the connection be released by taking the development charges which he will get decided from appropriate Forum/Court. The SDO agreed to release the connection on depositing of the development charges by the consumer.

Therefore, the Forum disposed off the petition with the direction to the respondent to release his connection after accepting development charges. However, the petitioner is at liberty to approach appropriate Forum/Court to get decided whether Surajmal Enclave, Sector-5, Hisar is authorized colony by M.C. Hisar or not. 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 9<sup>th</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**





# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-980/2014

Date of Institution: 16.12.2014

Date of Hearing: 09.01.2015

Date of Order: 09.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Smt. Bharpai Devi W/o Sh. Chhhaju Ram, H.No. 65,  
T.P.Scheme, Surajmal Enclave, Sector-5, Hisar regarding refund of development charges.

.....Complainant/Petitioner

V/s

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

2.AEE/Op. City Sub-Division, DHBVN, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

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



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

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### ORDER

Smt. Bharpai Devi W/o Sh. Chhaju Ram, H.No. 65, T.P.Scheme, Surajmal Enclave, Sector-5, Hisar has got an electricity connection A/C No. SM-01-0015 under AEE/Op. City Sub-Division, DHBVN, Hisar regarding refund of development charges, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent has charged development charges at the time of electricity connection at House No. 230, T.P.Scheme, Surajmal Enclave, Sector-5, Hisar being unauthorized area in terms of WTD decision agenda item No. 79.14 dated 21/08/2012. The consumer stated that the area of Surajmal Enclave, Sector-5, Hisar is authorized colony vide Govt. of Haryana Endst.No. 8/76/91-6CI dated 06/11/2006 and bearing drawing No. DTP(H)3414 dated 20/07/2006.

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 09/01/2015 at Hisar for hearing of the case.

To-day, the proceedings held at Hisar on 09/01/2015. The representative of consumer as well as SDO/Counsel of respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 53/54 dated 07/01/2015, stating therein that Surajmal Enclave, Sector-5, Hisar area is not authorized, it is not included in the list of authorized colonies circulated by M.C. Hisar. Therefore, the development charges are recoverable from the consumer. Moreover, the charges of street lighting are being paid by the Colonizer and not by the Municipal Committee.

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 decides to dismiss the petition of the petitioner considering itself incompetent to decide the issue. The consumer is at liberty to file the case in appropriate Forum/Court to get the matter decided as to whether the Surajmal Enclave, Sector-5, Hisar is authorized colony or not.

File be consigned to record.

Given under our hands on this day of 9<sup>th</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-981/2014

Date of Institution: 16.12.2014

Date of Hearing: 09.01.2015

Date of Order: 09.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Ram Dass S/o Sh. Mollar Ram, H.No. 234, T.P.Scheme, Surajmal Enclave, Sector-5, Hisar regarding refund of development charges.

.....Complainant/Petitioner

V/s

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

2.AEE/Op. City Sub-Division, DHBVN, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

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

**ORDER**



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Sh. Ram Dass S/o Sh. Mollar Ram, H.No. 234, T.P.Scheme, Surajmal Enclave, Sector-5, Hisar has got an electricity connection A/C No.SM-01-0002 under AEE/Op. City Sub-Division, DHBVN, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent has charged development charges at the time of electricity connection at House No. 234, T.P.Scheme, Surajmal Enclave, Sector-5, Hisar being unauthorized area in terms of WTD decision agenda item No. 79.14 dated 21/08/2012. The consumer stated that the area of Surajmal Enclave, Sector-5, Hisar is authorized colony vide Govt. of Haryana Endst.No. 8/76/91-6CI dated 06/11/2006 and bearing drawing No. DTP(H)3414 dated 20/07/2006.

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 09/01/2015 at Hisar for hearing of the case.

To-day, the proceedings held at Hisar on 09/01/2015. The consumer as well as SDO/Counsel of respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 57/58 dated 07/01/2015, stating therein that Surajmal Enclave, Sector-5, Hisar area is not authorized, it is not included in the list of authorized colonies circulated by M.C. Hisar. Therefore, the development charges are recoverable from the consumer. Moreover, the charges of street lighting are being paid by the Colonizer and not by the Municipal Committee.

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 decides to dismiss the petition of the petitioner considering itself incompetent to decide the issue. The consumer is at liberty to file the case in appropriate Forum/Court to get the matter decided as to whether the Surajmal Enclave, Sector-5, Hisar is authorized colony or not.

File be consigned to record.

Given under our hands on this day of 9<sup>th</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-982/2014

Date of Institution: 16.12.2014

Date of Hearing: 16.01.2015

Date of Order: 16.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Sudama Singh S/o Sh. R.D. Singh, H.No. 10, Gali No. 01, Ravi Colony, Sehtpur, Sector-19, Faridabad regarding billing problem

.....Complainant/Petitioner

V/s

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

2.SDO/Op. Sub-Division , Tilpat, DHBVN, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.None.

1.Nodal Officer/CGRF,DHBVN,Hisar

2. CA of sub-division, Tilpat, Old Faridabad.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### **ORDER**

Sh. Sudama Singh S/o Sh. R.D. Singh, H.No. 10, Gali No. 01, Ravi Colony, Sehtpur, Sector-19, Faridabad has got an electricity connection A/C No. PP25-299 under SDO/Op. Sub-Division, Tilpat, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent had charged bill of 88 days of 96 units amounting to Rs.3850/-. After that the respondent has issued bill by again charging of 96 units and total 4403 units amounting to Rs.36726/- of 35 days which is wrong and requested the Forum to issue correct bill on actual reading so that he could avoid 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 16/01/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 16/01/2015. The consumer is not present but CA of the sub-division is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1741 dated 15/01/2015, stating therein that the premises of the consumer had been inspected by the area Incharge and submitted the meter detailed report i.e. meter reading 43603 Kwh and consumer account has been overhauled as per Nigam instructions and gave the refund of an amount of Rs.2963/- vide SC&AR No. R26/8 out of outstanding amount of Rs.37401/- and advised to the consumer for payment of payable amount of Rs.34988/- which was paid by the consumer on dated 13/01/2015. Now consumer had withdrawn his complaint by floating request to his office as he is satisfied with the action taken by his office.

The consumer has submitted his written consent that his grievance has been redressed by the respondent SDO and he is satisfied.

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 as well as written consent of the consumer submitted through 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 16<sup>th</sup> January, 2015.

**(R.V.Bari)**  
Chairman

**(Satish Malik)**  
Member



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-983/2014

Date of Institution: 16.12.2014

Date of Hearing: 09.01.2015

Date of Order: 09.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Smt. Bharpai Devi W/o Sh. Chhaju Ram, H.No. 66-P, T.P.Scheme, Surajmal Enclave, Sector-5, Hisar regarding non providing of electricity connection and not charge the development charges for unauthorized area.

.....Complainant/Petitioner

V/s

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

2.AEE/Op. City Sub-Division, DHBVN, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

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



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Smt. Bharpai Devi W/o Sh. Chhaju Ram, H.No. 66-P, T.P.Scheme, Surajmal Enclave, Sector-5, Hisar has applied for electricity connection under AEE/Op. City Sub-Division, DHBVN, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent is not providing connection to the complainant in House No. 66-P, T.P.Scheme, Surajmal Enclave, Sector-5, Hisar and the respondent is demanding development charges for unauthorized area in terms of WTD decision agenda item No. 79.14 dated 21/08/2012. The consumer stated that the area of Suurajmal Enclave, Sector-5, Hisar is authorized colony vide Govt. of Haryana Endst.No. 8/76/91-6CI dated 06/11/2006 and bearing drawing No. DTP(H)3414 dated 20/07/2006.

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 09/01/2015 at Hisar for hearing of the case.

To-day, the proceedings held at Hisar on 09/01/2015. The representative of consumer as well as SDO/Counsel of respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 74/75 dated 08/01/2015, stating therein that Surajmal Enclave, Sector-5, Hisar area is not authorized, it is not included in the list of authorized colonies circulated by M.C. Hisar. Therefore, the development charges are recoverable from the consumer. Moreover, the charges of street lighting are being paid by the Colonizer and not by mthe Municipal Committee.

In the course of hearing of the case, the consumer stated that he needs the connection urgently and the connection be released by taking the development charges which he will get decided from appropriate Forum/Court. The SDO agreed to release the connection on depositing of the development charges by the consumer.

Therefore, the Forum disposed off the petition with the direction to the respondent to release his connection after accepting development charges. However, the petitioner is at liberty to approach appropriate Forum/Court to get decided whether Surajmal Enclave, Sector-5, Hisar is authorized colony by M.C. Hisar or not. 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 9<sup>th</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**





# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-984/2014

Date of Institution: 22.12.2014

Date of Hearing: 09.01.2015

Date of Order: 09.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Ram Kishan S/o Sh. Ranjeet, V&P.O. Barsi Jattan, Tehsil, Bawani Khera, Distt., Bhiwani regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2.SDO, S/U 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.



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Ram Kishan S/o Sh. Ranjeet, V&P.O. Barsi Jattan, Tehsil, Bawani Khera, Distt., Bhiwani has got an electricity connection vide A/C No. B-1361 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 respondent had issued bill on average basis. The consumer visited the respondent office for correction of bill again and again but no response has been received till to-day. The consumer requested the Forum for correction of his energy bill and exemption of surcharge, so that he can make the payment of bill in time.

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 09/01/2015 at Hisar for hearing of the case.

To-day, the proceedings held at Hisar on 09/01/2015. The consumer as well as representative of respondent SDO is present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 3990A dated 08/01/2015, stating therein that;

1. Complaint dated 09.02.2011 Checking report not mentioned in it.
2. Complaint dated 11.09.2012 Checking report not mentioned in it.
3. Complaint dated 05.02.2014 Checking report not mentioned in it
4. Complaint dated 19.12.2014 Checking report not mentioned in it.

The consumer has not made the payment w.e.f. 05/2009 to 11/2014, in 05/2009 new reading 6391 old reading 6288 difference of consumption 103 unit shown in the Ledger meter working OK. In between 07/2009 to 11/2014, average charged 80 units, 120 units and 160 units, position in his office on dated 08/01/2015.

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 decided that the amount charged by the respondent SDO is chargeable and directed the SDO to accept the amount in four equal installments 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 9<sup>th</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-987/2014

Date of Institution: 29.12.2014

Date of Hearing: 21.01.2015

Date of Order: 21.01.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Vijender Kumar S/o Sh. Raja Ram, V&P.O. Dhotthar, Tehsil, Rania, Distt., Sirsa regarding Horticulture connection.

.....Complainant/Petitioner

V/s

1. Xen, S/U Division, DHBVN, Sirsa.

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

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

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



## FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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### ORDER

Sh. Vijender Kumar S/oSh. Raja Ram, V&P.O. Dhotthar, Tehsil, Rania, Distt., Sirsa has applied for Horticulture electricity connection vide App. No. 228/75876 under SDO/Op. Sub-Division, DHBVN, Rania, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he had applied for Horticulture connection vide App. No. 228/75876 and deposited Rs.10100/-. After depositing the amount, the respondent has issued Demand Notice and erected the line. The respondent has also issued SCO vide No. 68/1007 but till date the connection has not been released and requested for release his Horticulture 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 21/01/2015 at Sirsa for hearing of the case.

To-day, the proceedings held at Sirsa on 21.01.2015. The consumer as well as SDO of the respondent sub-division is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 70 dated 20/01/2015, stating therein that the consumer applied for horticulture connection vide app. No. 41339 SP dated 05/09/2008 and deposited Rs.3000/- as ACD, Rs.150/- PC, Rs.3000/- SCC and Rs.3850/- as cost of meter. An estimate has been framed by the concerned JE and share cost of the estimate Rs.44789/- has been demanded from the consumer vide his office No. 749 dated 02/04/2009. But the consumer has failed to deposit the share cost amount Rs.44789/- for a long time. Hence, the application of the consumer is cancelled w.e.f. 16/12/2009.

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 decides that since the consumer failed to comply with the demand notice and has approached this Forum after limitation period i.e. one year, the case is dismissed.

File be consigned to record.

Given under our hands on this day of 21<sup>st</sup> January, 2015.

**(R.V.Bari)**  
**Chairman**

**(Satish Malik)**  
**Member**



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-996/2014

Date of Institution: 08.01.2015

Date of Hearing: 09.01.2015&06.02.2015

Date of Order: 06.02.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Parveen Kumar S/o Sh. Pawan Kumar, Shop No. 110, Auto Market, Hisar regarding disconnection & reconnection of power supply.

.....Complainant/Petitioner

V/s

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

2AEE, City Sub-Division, Double Phatak, DHBVN, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

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



# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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## ORDER

Sh. Parveen Kuumar S/o Sh. Pawan Kumar, Shop No. 110, Auto Market, Hisar has got an electricity connection vide A/C No. AM-21-0805 NDS under AEE, City Sub-Division, DHBVN, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he has a shop of auto repair No.110 whose energy bill is paid regularly. But some time ago, due to his failure to pay the energy bill, the employees of respondent Nigam disconnected his shop and removed the meter. The consumer requested the Forum to order reconnection and installation of meter.

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 09/01/2015 at Hisar for hearing of the case.

During the proceedings held at Hisar on 09/01/2015, the consumer as well as respondent SDO was present. The respondent SDO stated that he could not prepare the reply 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 decides to adjourn the case for next date.

To-day, the proceedings held at Hisar on 06/02/2015. The consumer as well as respondent SDO/Counsel of the sub-division is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 177/78 dated 19/01/2015, stating therein that one electric connection released in the name of Sh. Parveen Kumar having electric connection stands disconnected by the respondent on dated 04/12/2010 on defaulting amount of Rs.21852/-. As per standing instructions of the Nigam, no RCO can be affected after lapse of 6 months from the date of its disconnection. After lapse of 6 months, if the consumer wants electric connection, he will apply afresh accompanying with fresh A&A Form along with relevant ownership proof of the premises upon which he intends to get the electric connection. The respondent has no objection to release the electric connection, if the consumer will pay the entire defaulting amount in a single shot and will submit fresh A&A Form along with his relevant ownership proof of the premises.

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 petitioner that he will deposit defaulting amount with the respondent SDO and submit fresh A&A Form for release of electricity connection with completion of all the formalities. The respondent SDO is also directed that he will release the electricity connection after completion of above formalities. 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 6<sup>th</sup> February, 2015.

**(Daljit Singh)**  
Chairman

**(R.V.Bari)**  
Member

**(Satish Malik)**  
Member