



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Smt. Santosh Devi W/o Sh. Jai Bhagwan, Dayal Singh Colony, Hansi, Distt., Hisar has got an electricity connection bearing A/C No. PP1D-1401/DS under SDO/Op. Sub-Division, DHBVN, Hansi, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein she is a permanent resident of Dayal Singh Colony, Hansi. The respondent had issued bill in the month of August, 2014 amounting to Rs.4327052/-. She visited the respondent office so many times but no response has been received upto now, while her connected load is only 1 KW. She stated that again the respondent had issued bill Rs.5520231/- and requested for correction 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 05/03/2015 at Hisar for hearing of the case.

To-day, the proceedings held at Hisar on 05/03/2015. 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. 4612 dated 03/03/2015, stating therein that the account of the applicant has been overhauled and set right. New bill has been paid by the applicant and supply is restored. Sh. Rajesh S/o Smt. Santosh has given consent in writing that his bill is corrected and paid by him.

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 grievances of the consumer has been redressed as per reply submitted by the respondent SDO as well as consent of consumer representative appended with signature on the SDO reply. 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 5th March, 2015.

(Daljit Singh)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1024/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Lt d., B uilding N o. 10, 9th Floor, D LF C yber C ity, G urgaon (Faridabad S ub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, NIT, Faridabad.

2.SDO/Op. S/Division No.2, DHBVN, NIT, Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO o f Su b-Divn. No .2, DHB VN, NI T, Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division No.2, DHBVN, NIT Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 143 dated 12/03/2015, stating therein that the para-wise reply is as under:-

Para No.3:- Detail attached as Annex.A.

Para No.4:- The security amount has not been revised as per consumption pattern and not charged as stated in supply code regulation.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

-: 2 :-

- Para No.6:- Interest on ACD for the previous financial year i.e. 2013-14 has been attached as Annex.A.
- Para No.7:- His office does not have any representation pending for providing interest in any account.
- Para No.9:- Security deposit at the time of connection attached in Annex.A.
- Para No.10:- Security deposited A/C No. wise as per list attached at the time of D.O.C. is attached in Annex.A. Also his S/Divn. does not demand any ACD charges through sundry which shall be taken as per HERC electricity supply code.

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 departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1027/2015

Date of Institution: 18.02.2015

Date of Hearing: 30.03.2015

Date of Order: 30.03.2015

Before the, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon) (CCC-New Colony Sub-Division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

2.SDO/CCC, New Colony S/Division, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.Representative of CCC, New Colony Sub-Divn.,

DHBVN, Gurgaon



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached under SDO/CCC, New Colony Sub-Division, DHBVN, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. One such, electricity supply code Regulation No. 29/2014 (Instruction No. 4.15.5) and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 clearly provide as follows:-

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer stated that he filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

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 30/03/2015 at Gurgaon for hearing of the case.

To-day, the proceedings held at Gurgaon on 30/03/2015. The consumer as well as representative of respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 387 dated 27/02/2015, stating therein that credit of interest on ACD @ 8.5 p.a. for the period of 2013-2014 has been given to the consumer.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

-: 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 directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 30th March, 2015.

(Daljit Singh)
Chairman

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1028/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Faridabad, East Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

2.SDO/Op. S/Division (East), DHBVN, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn.(East), DHBVN, Old Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division, Tilpat, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 4484 dated 12/03/2015, stating therein that the security of the connections as per list attached are being detected and the interest on security will be credited in the bill of April, 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 directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1029/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Faridabad, Chhainsa Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

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

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division, Chhainsa, DHBVN, Ballabgarh, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

"The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid".

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-1 dated 13/03/2015, stating therein that necessary action has been taken by his office to resolve the grievance of the consumer by assessing the interest on ACD for the year 2013-14 of the consumers mentioned in the complaint. The credit of interest will be given in the next billing cycle i.e. 04/2015 in their respective account as the bills of the consumer mentioned in the complaint for the month of 03/2015 have already been generated by the billing agency.

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 departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1030/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower L td., Building No. 10 , 9th Floor, DLF Cyber City, Gurgaon (Ballabgarh, City-1 Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

2.SDO/Op. S/Division City-1, DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. City-1 DHBVN, Ballabgarh.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division City-1, DHBVN, Ballabgarh, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

"The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid".

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 4767 dated 12/03/2015, stating therein that the interest of the ACD will be credited in the consumer account in the month of April, 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 directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1031/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Faridabad, Sub-division No.4) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

2.SDO/Op. S/Division No.4, DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. No.4, DHBVN, Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division No.4, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

"The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid".

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 2637 dated 13/03/2015, stating therein that the interest of the ACD will be credited in the consumer account in the month of April, 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 directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1032/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Faridabad, Sub-division No.5) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, NIT, Faridabad.

2.SDO/Op. S/Division No.5, DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. No.5, Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division No.5, DHBVN, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 131 dated 12/03/2015, stating therein that the the interest of ACD of M/s Indus Tower connections from March, 2006 to March, 2014 has been calculated and this amount will be credited to the various concerned accounts in the next coming 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 SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1033/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Ballabgarh, I/A Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

2.SDO/Op. I/A S/Division, DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of I/A Sub-Divn., Ballabgarh.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Ind. Area Sub-Division, DHBVN, Ballabgarh, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

"The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid".

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 476 dated 13/03/2015, stating therein that necessary action has been taken by his office to resolve the grievance of consumer by assessing the interest on ACD for the year 2013-14 of the consumers mentioned in the complaint. The credit of interest will be given in the next billing cycle i.e. 04/2015 in their respective account as the bills of the consumers mentioned in the complaint for the month of 03/2015 have already been generated by the billing agency.

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 departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1034/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Ballabgarh, S/U Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

2.SDO/Op. S/U S/Division, DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of S/U Sub-Divn., Ballabgarh.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. S/U Sub-Division, DHBVN, Ballabgarh, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 2165 dated 13/03/2015, stating therein that the advice for adjustment of interest amount was sent to billing agency but amount not credited into the accounts. Now the matter has again been taken up with billing agency for adjusting the same in new account no. of Tower connections.

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 departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1035/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Ballabgarh, City-II Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

2.SDO/Op. S/Division City-II, DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. City-II DHBVN, Ballabgarh.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division City-II, DHBVN, Ballabgarh, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

"The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid".

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 186 dated 12/03/2015, stating therein that as per Nigam's instruction, interest on ACD has been prepared in sundry allowances register vide No. R-68/186 which will be reflected/adjusted in 16 Nos. consumers electricity account in 03/2015 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 directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1036/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Faridabad, Sub-division No.3) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, NIT, Faridabad.

2.SDO/Op. S/Division No.3, DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. No.3, DHBVN, Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division No.3, DHBVN, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

"The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid".

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1597 dated 13/03/2015, stating therein that Rs.40504/- on account of interest of security has been credited vide SC&AR No9. 101/R35 of various connections.

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 departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1037/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Hukam Chand, H.No. 447, Sector-21B, Faridabad regarding sundry charges charged illegally.

.....Complainant/Petitioner

V/s

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

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

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer/CGRF,DHBVN,Hisar

2.SDO of sub-division No.4, Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Hukam Chand, H.No. 447, Sector-21B, Faridabad has got electricity connection bearing A/C No. BB11-0204 under SDO/Op. Sub-Division No.4, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he wrote a letter to SE/Op. Circle, DHBVN, Faridabad dated 29/12/2014 for adjustment of illegal charged amount Rs.4800/- and adjust in the next bill. The SE/Op., DHBVN, Faridabad has forwarded his letter to the XEN/Op. Division, Sector-15, Faridabad for necessary action but no action has been taken after elapsed of one month and next bill has been issued. He deposited the bill to avoid surcharge penalty but the amount of Rs.4800/- has not been adjusted so far. The consumer requested the Forum to look into the matter and pass necessary orders to adjust Rs.4800/- in coming 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 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 2636 dated 13/03/2015, stating therein that the consumer connection was checked by Sh. Kuldeep Kumar with 'OP' staff on dated 27/06/2014 vide his LL-1 No. 15/1414 and found connected load 9.269 against sanction load 2 KW. Meter sent to M&T Lab for further investigation. According to M&T report memo No. 355 dated 04/07/2014 report is as under:-

1. Two no. firm seal found intact and one no. firm seal found broken.
2. Meter accuracy checked and found within permissible limit.
3. Meter body found not open able through broken seal.

The penalty of unauthorized load Rs.4800/- debited to consumer account vide SC&AR No. 65/R-194 as per Nigam instruction.

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 to dismiss the case of the petitioner being unauthorized use of electricity by him and this being beyond the competency of this 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1038/2015

Date of Institution: 18.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Gopi Chand, Village Wazirpur, P.O. Kheri Kalan, Sector-15, Faridabad regarding reconnection of tube well connection.

.....Complainant/Petitioner

V/s

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

2.SDO/Op. Sub-Division, DHBVN, Kheri Kalan.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer/CGRF,DHBVN,Hisar

2.SDO of sub-division, Kheri Kalan.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Gopi Chand, Village Wazirpur, P.O. Kheri Kalan, Sector-15, Faridabad has got an AP electricity connection bearing A/C No. PK52-1075 under SDO/Op. Sub-Division, Kheri Kalan, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his tube well connection was disconnected in 2011. The SDO, Kheri Kalan asked him to deposit Rs.5265/- at that time but he could not deposit the said amount. Now, the consumer wants to deposit this amount and requested for new 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 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 3025 dated 13/03/2015, stating therein that the AP connection of Sh. Gopi Chand of Village Wazirpur vide A/C No. PK52/1075 was disconnected/PDCO in 2011 on def. amount of Rs.5265/-. Now consumer is depositing the defaulting amount and wants reconnection of the tube well but as per Sales Instruction No. 2.3, the reconnection of AP category is not done after two years of disconnection. Now the connection will be treated as a new connection as per Nigam instructions.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing, this Forum finds that the consumer himself has requested for a new connection. So, there is no problem in giving him new connection after getting the defaulting amount deposited from him and by observing Nigam's instructions. The Forum, therefore, directs the respondent SDO to release new connection to the consumer after getting pending dues deposited from him and observing usual 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1040/2015

Date of Institution: 19.02.2015

Date of Hearing: 30.03.2015

Date of Order: 30.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Lt.d., Building No. 10B , 9th Floor, DLF Cyber City, Gurgaon) (Manesar Sub-Division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

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

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached under SDO/Op. Sub-Division, DHBVN, Manesar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. One such, electricity supply code Regulation No. 29/2014 (Instruction No. 4.15.5) and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 clearly provide as follows:-

"The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid".

The consumer stated that he filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

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 30/03/2015 at Gurgaon for hearing of the case.

To-day, the proceedings held at Gurgaon on 30/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1300 dated 30/03/2015, stating therein that the payment of security interest as per list attached with the subject cited complaint have been given to the consumer account by his office vide SC&AR No. 230/88R.

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 departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 30th March, 2015.

(Daljit Singh)
Chairman

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1041/2015

Date of Institution: 19.02.2015

Date of Hearing: 30.03.2015

Date of Order: 30.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Lt.d., Building No. 10B , 9th Floor, DLF Cyber City, Gurgaon) (Kadipur Sub-Division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

2.SDO/CCC S/Division, Kadipur, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.Representative of CCC, Sub-Divn., Kadipur, DHBVN, Gurgaon



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list at tached unde r S DO/CCC S ub-Division, K adipur, D HBVN, Gurgaon, hence t his Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per co nsumption pat tern and ch arged i n bi ll as ACD ch arges. The H on'ble H ERC r egularly supplies electricity supply code to DHBVN & UHBVN. O ne such, electricity supply code Regulation No. 29/2014 (Instruction No. 4.15.5) and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 clearly provide as follows:-

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer’s security deposit. The interest accrued during the year shall be adj usted i n the consumer’s bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer stated that he filed complaint related to this issue to SDO & XEN. But still he has not r eceived any positive r eply or i nterest am ount i n any acco unt. T he co nsumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

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 30/03/2015 at Gurgaon for hearing of the case.

To-day, t he pr oceedings held at G urgaon on 30/03/2015. The co nsumer as well as representative o f r espondent S DO i s present. The S DO su bmitted r eply t hrough N odal Officer/CGRF, DHBVN, vide his office memo No. 4322 dated 27/03/2015, stating therein that as per available record, the interest of ACD deposit by the consumer will be given to the consumer account in next billing cycle.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

-: 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 directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 30th March, 2015.

(Daljit Singh)
Chairman

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1042/2015

Date of Institution: 19.02.2015

Date of Hearing: 30.03.2015

Date of Order: 30.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon) (South City Sub-Division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

2.SDO/South City S/Division, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.Representative o f South C ity S ub-Divn.,
DHBVN, Gurgaon



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached under SDO/South City Sub-Division, DHBVN, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. One such, electricity supply code Regulation No. 29/2014 (Instruction No. 4.15.5) and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 clearly provide as follows:-

"The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid".

The consumer stated that he filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

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 30/03/2015 at Gurgaon for hearing of the case.

To-day, the proceedings held at Gurgaon on 30/03/2015. The consumer as well as representative of respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 3159 dated 27/03/2015, stating therein that the interest of security of FY 11-12, 12-13, 13-14 is adjusted in consumer account against SC&AR No. 257/96-R and the grievances of the consumer have been set right. Sr. No. 74&75 consumer accounts are not traceable.

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 departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 30th March, 2015.

(Daljit Singh)
Chairman

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1043/2015

Date of Institution: 19.02.2015

Date of Hearing: 30.03.2015

Date of Order: 30.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10B , 9th Floor, DLF Cyber City, Gurgaon) (Maruti Indl. Area Sub-Division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. S/U Division , DHBVN, Gurgaon.

2.SDO/CCC, Maruti Indl. Area S/Division, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.Representative of CCC, Maruti Indl. Area Sub-Divn., DHBVN, Gurgaon



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached under SDO/CCC Maruti Indl. Area Sub-Division, DHBVN, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. One such, electricity supply code Regulation No. 29/2014 (Instruction No. 4.15.5) and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 clearly provide as follows:-

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer stated that he filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

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 30/03/2015 at Gurgaon for hearing of the case.

To-day, the proceedings held at Gurgaon on 30/03/2015. The consumer as well as representative of respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 768 dated 30/03/2015, stating therein that the detail of ACD amount of 92 Nos. cases are not available in the sub-division office. The SDO requested to direct the consumer for providing the details of amount and date of depositing the ACD for adjusting the interest of ACD. Interest of ACD will be adjusted after receiving the above said details.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

-: 2 :-

The Forum is of the opinion that the reply of the SDO is not satisfactory. He must locate the record in his office as allowing interest on the basis of information supplied by the consumer may be prejudicial to the interest of the respondent. However, he may solicit assistance from the consumer at his own level.

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 departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 30th March, 2015.

(Daljit Singh)
Chairman

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1044/2015

Date of Institution: 19.02.2015

Date of Hearing: 30.03.2015

Date of Order: 30.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon) (Badshahpur Sub-Division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. S/U Division , DHBVN, Gurgaon.

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

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached under SDO/Op. Sub-Division, DHBVN, Badshahpur, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. One such, electricity supply code Regulation No. 29/2014 (Instruction No. 4.15.5) and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 clearly provide as follows:-

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer stated that he filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

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 30/03/2015 at Gurgaon for hearing of the case.

To-day, the proceedings held at Gurgaon on 30/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 3383 dated 30/03/2015, stating therein that there are 33 Nos. Indus Tower connections under his sub-division. As per Sales Circular D-17/2014, the interest on ACD is calculated as Rs.1,09,820/- which would be adjusted into the next billing as per schedule of the billing.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

-: 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 directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 30th March, 2015.

(Daljit Singh)
Chairman

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1045/2015

Date of Institution: 19.02.2015

Date of Hearing: 30.03.2015

Date of Order: 30.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Lt d., B uilding N o. 10B , 9th Floor, D LF C yber C ity, G urgaon) (Farrukh N agar S ub-Division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

2.SDO/Op. S/Division, DHBVN, Farrukh Nagar.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn., DHBVN, Farrukh Nagar.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached under SDO/Op. Sub-Division, DHBVN, Farrukh Nagar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. One such, electricity supply code Regulation No. 29/2014 (Instruction No. 4.15.5) and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 clearly provide as follows:-

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer stated that he filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

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 30/03/2015 at Gurgaon for hearing of the case.

To-day, the proceedings held at Gurgaon on 30/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 244 dated 26/03/2015, stating therein that the refund of security interest as per list attached has been given to the consumer account by his office vide SC&AR No. 577/29-R.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

-: 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 directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 30th March, 2015.

(Daljit Singh)
Chairman

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1046/2015

Date of Institution: 19.02.2015

Date of Hearing: 30.03.2015

Date of Order: 30.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10B , 9th Floor, DLF Cyber City, Gurgaon) (DLF City Sub-Division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. S/U Division , DHBVN, Gurgaon.

2.SDO/Op. DLF City S/Division, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of DLF City Sub-Divn., DHBVN, Gurgaon



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached under SDO/Op. DLF City Sub-Division, DHBVN, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. One such, electricity supply code Regulation No. 29/2014 (Instruction No. 4.15.5) and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 clearly provide as follows:-

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer stated that he filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

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 30/03/2015 at Gurgaon for hearing of the case.

To-day, the proceedings held at Gurgaon on 30/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 570 dated 25/03/2015, stating therein that the interest on the security deposit of M/s Indus Tower has been worked out by his office for the period 2011-12, 2012-13, 2013-14 in respect of 87 Nos. tower electric connections as per the list attached and 1 No. A/C no./IC no. not traceable. The same shall be adjusted in next bill.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

-: 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 directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 30th March, 2015.

(Daljit Singh)
Chairman

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1048/2015

Date of Institution: 19.02.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Ballabgarh, Badrola Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

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

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

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division, DHBVN, Badrola, Ballabgarh, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-1 dated 13/03/2015, stating therein that due to non-posting/availability of CA in his office, the interest on ACD could not be given. He requested for the next date, so that the interest could be given.

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 departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. 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 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1049/2015

Date of Institution: 19.02.2015

Date of Hearing: 17.03.2015&17.04.2015

Date of Order: 17.04.2015.

Before the , DHBVN.

Present:-

Sh. R.V. Bari, Chairman
Sh. M.M.Gupta, Member

In the matter of complaint of Sh. Lal Singh S/o Sh. Mangal Singh, Village, Bawal, Distt., Mohindergarh regarding voltage problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Mohindergarh.
- 2.SDO, S/U Sub-Division, DHBVN, Mohindergarh.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1. Present.

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

2.SDO of S/U S/Divn., DHBVN, M/garh.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Lal Singh S/o Sh. Mangal Singh, Village, Bawal, Distt., Mohindergarh has got an AP electricity connection bearing A/C No. KR53-2656 under SDO, S/US sub-Division, DHBVN, Mohindergarh, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he is a resident of Village, Bawal, Distt., Mohindergarh. He has taken an AP connection from the respondent and paid the bill regularly. His tube well connection distance is 13 poles from the T/F of Sh. Mukh Ram. Due to long distance of connection and old wire, he is not receiving proper voltage due to which his crops are destroyed badly. He lodged complaint with SDO, Mohindergarh and XEN, Mohindergarh but no action has been taken up till now. The consumer requested for appropriate voltage and to install new T/F near his tube well.

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 17/03/2015 at Narnaul for hearing of the case.

During the proceedings held at Narnaul on 17/03/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 3860 dated 11/03/2015, stating therein that the Area In-charge visited the consumer's tube well and checked its voltage in the presence of Sh. Lal Singh on 05/03/2015 and found voltage as under:-

R-390 Volt, Y-384 and B-389.

He also stated that the voltage is within permissible limit.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the consumer to install the capacitor of required capacity in consultation with the SDO. SDO stated that he will get proper earthing done. The case was adjourned for next date.

To-day, the proceedings held at Narnaul on 17/04/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 166 dated 16/04/2015, stating therein that the site of subject cited consumer has been checked by area In-charge and found the earthing of his T/F is healthy and in order. As per report by area In-charge, the capacitor has not been installed at the site of consumer even after the direction by Forum.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

In view of the reply of the SDO that the voltage of the consumer is within permissible limit and earthing is proper, the Forum is of the opinion that the only thing to be done is to install capacitor by 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 disposes off this petition with the direction to the consumer to install capacitor of suitable make and capacity to get supply of proper voltage 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 17th April, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1050/2015

Date of Institution: 19.02.2015

Date of Hearing: 20.03.2015

Date of Order: 20.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Basawa Ram S/o Sh. Gurdeeta, V&P.O. Suchan Kotli, Distt., Sirsa (User's Name Sh. Chandresh Kumar Sethi S/o Sh. Balwant Rai Sethi, V&P.O. Suchan Kotli, Distt., Sirsa) regarding reconnection of power supply.

.....Complainant/Petitioner

V/s

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

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

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1. Nodal Officer/ CGRF, DHBVN, Hisar.

2..SDO of City Sub Divn.,
DHBVN, Sirsa



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Basawa Ram S/o Sh. Gurdeeta, V&P.O. Suchan Kotli, Distt., Sirsa (User's Name Sh. Chandresh Kumar Sethi S/o Sh. Balwant Rai Sethi, V&P.O. Suchan Kotli, Sirsa) has got an electricity connection bearing A/C No. SG10-0125 under SDO/Op. Sub-Division, DHBVN, Ding, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his domestic connection has been disconnected due to non-payment of electricity bill. Now the department has issued bill dated 25/02/2015 of Rs.37544/-. The consumer stated that in his village, many consumers have not deposited electricity bill whose defaulting amount is more than his amount but the department has not disconnected their connections. The consumer requested the Forum to restore his connection by getting the amount deposited in 10 installments. The consumer also stated that he belongs to poor family but will deposit the current bill along with defaulting amount installment and requested for waiver off 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 20/03/2015 at Sirsa for hearing of the case.

To-day, the proceedings held at Sirsa on 20.03.2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 341 dated 12/03/2015, stating therein that the complaint has not paid his energy bills since 11/2013. The supply of consumer was disconnected vide his office PDCO No. 57/694 dated 18/11/2014 on defaulting amount of Rs.37543/-. A sum of Rs.38469/- is outstanding against the connection as on to-day. There is no scheme in the Nigam for waiver of surcharge.

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 amount may be got deposited in six equal installments along with current bill and the connection may be restored. The SDO is not bound to waive the surcharge unless there is any scheme to this effect. 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 20th March, 2015.

(Daljit Singh)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1051/2015

Date of Institution: 19.02.2015

Date of Hearing: 20.03.2015&22.04.2015

Date of Order: 22.04.2015

Before the , DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sarpanch, Gram Panchayat Shri Radha Krishan Gausala, V&P.O. Farwain Kalan, Tehsil & 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.Representative of Nodal Officer/
CGRF,DHBVN,Hisar.
2..Representative of S/U Sub Divn.,
DHBVN, Sirsa



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sarpanch, Gram Panchayat, Shri Radha Krishan Gaushala, V&P.O. Farwain Kalan, Distt., Sirsa has got an electricity connection bearing A/C No. T21-F141/0011 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 his village Farwain Kalan has a Registered Gaushala vide Registration No. 291, which was registered under Haryana Registration and Regulation of Societies Act, 2012. The Nigam has been charging SP tariff of Gaushala, while under the Nigam Sales Instruction No.27/2010, the tariff charges of Gaushala are different. The Sarpanch requested the Forum to charge tariff as per Sale Instruction No. 27/2010 instead of SP charges.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 20/03/2015 at Sirsa for hearing of the case.

During the proceedings held at Sirsa on 20.03.2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 4968 dated 18/03/2015, stating therein that the consumer wants rebate in Gaushala tariff as per S/C No. D-27/2010. This Gaushala is registered by District Registrar of Society, Sirsa. But as per Nigam S/C No. D-58/2007, Sr. No.2, the Gaushala should be registered with the Animal Husbandry Department, Haryana for getting rebate.

The consumer 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 Sirsa on 22/04/2015. The consumer is not present but the representative of respondent SDO is present. The SDO submitted reply vide his office memo No. Spl-1 dated 22/04/2015, stating therein that the subject cited case was sent to Director, Animal Husbandry Department, Sirsa vide his office memo No. 5044 dated 01/04/2015 and he informed vide his memo No. 1625 dated 01/04/2015 that the subject cited Goushala was registered against GSA No. 039. The account of the consumer has been overhauled against Goushala tariff under S/C No. D-27/2010 and consumer is also satisfied.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

-: 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 decided to close the case as per reply submitted by the respondent that the grievance of the consumer has been redressed and consumer is also satisfied. Respondent SDO is, however, directed to issue future bills under S/C No. D-27/2010. 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 22nd April, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1052/2015

Date of Institution: 19.02.2015

Date of Hearing: 20.03.2015&22.04.2015

Date of Order: 22.04.2015

Before the , DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Krishan Kumar, Vishnupuri Colony, Dabwali Road, Near Airport, 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. Representative of Nodal Officer/CGRF, DHBVN,Hisar.

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Sh. Krishan Kumar S/o Sh. Pat Ram, Vishnupuri Colony, Dabwali Road, Near Airport, Sirsa has got an electricity connection bearing A/C No. T11-SA12/1889 DS 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 he lodged a complaint on dated 17/12/2014 with the respondent for change of his energy meter because his energy meter is sticky causing frequent failure of electricity supply. The Nigam had removed his energy meter on 24/12/2014 and took wrong reading of 21693 units. After that the respondent issued wrong bill on the basis of wrong reading of 21693 units amounting to Rs.17863/-. The consumer stated that he is an ex-serviceman and he cannot afford to pay heavy amount of energy bill and requested the Forum for correction of his wrong bill and give him justice.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 20/03/2015 at Sirsa for hearing of the case.

During the proceedings held at Sirsa on 20.03.2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1017 dated 05/03/2015, stating therein that the consumer lodged complaint vide 99195 dated 16/12/2014 that there was sparking in the meter. As per JE verification, site checked and found reading 19701 units and found internal fault in meter. Moreover, as per direction, premises checked vide LL-1 No. 41/389 dated 24/12/2014, found used unauthorized extension of load i.e. 1.773 KW against sanctioned load of 1.000 KW and reading found 21693 units. Hence, as per LL-1 report, penalty of unauthorized load and difference of found unit charged vide SC&AR No. 102/45/138 amounting to Rs.17863/-.

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 for arguments.

To-day, the proceedings held at Sirsa on 22/04/2015. The consumer as well as respondent SDO is present. The Forum has observed that after removing the meter of the consumer, the meter should have been sent to the M&T Lab for checking which has not been done and it is a serious lapse on the part of the SDO.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

-: 2 :-

During discussion, the representative of the SDO intimated the Forum that old meter of the consumer recorded an average consumption of about 435 units per billing cycle. The SDO informed that the previous bill upto reading of 19233 has been deposited by the consumer. After a week, when the staff went to change the meter, the reading was noted as 21693 units.

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 is of the opinion that consumer having sanctioned load of 1 KW cannot consumer 300 units per day, therefore, he deserves relief. The Forum directs the respondent SDO that the units consumed during corresponding month of the previous year i.e. November, 2013 to December, 2013 may be taken as base to calculate the units consumed in November, 2014 & December, 2014 and account of the consumer may be overhauled accordingly. 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 22nd April, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

Case No. DH/CGRF-1053/2015

Date of Institution: 19.02.2015

Date of Hearing: 20.03.2015

Date of Order: 20.03.2015

Before the , DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

Sh. Satish Malik, Member

In the matter of complaint of Smt. Usha Midha, H.No. 60, C-Block, 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.Representative.

For the Respondent:

1. Nodal Officer/ CGRF,DHBVN,Hisar.

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Telephone No. 01662-223081

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

ORDER

Smt. Usha Midha W/o Sh. Pardeep Midha, H. No. 60, C-Block, Sirsa has got an electricity connection bearing A/C No. OT11/SA37/1210 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 she had received bill on 15/02/2015 amounting to Rs.27950/- as a sundry charges because of electricity meter got slow which was informed by the department to her through her complaint No. 98083 in 09/2014. It seems that average of bills for the month of 08/2013, 10/2013 and 12/2013 has been calculated and put as sundry charges in the bill. She stated that she has two daughters (married) only but no son. One of them stayed with her from start of July, 2013 to end of October, 2013 along with her one year born twins. During that period, Air conditioner was used 24 hours and because of that reason electricity consumption in the month of 08/2013 to 10/2013 was quite high. In the year 2014, her no daughter came to stay with her and they both (she and her spouse) were alone here and they did not use AC as medically not allowed to use it.

She requested the Forum to check the bills of previous all years and then take the final decision and even her future energy consumption bills may be checked and appropriate decision may be taken.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 20/03/2015 at Sirsa for hearing of the case.

To-day, the proceedings held at Sirsa on 20.03.2015. The Representative of consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1016 dated 05/03/2015, stating therein that premises of the consumer checked by OP. wing Indl. Area, Sirsa vide LL-1 No. 49/389 dated 06/01/2015 as per consumer complaint No. 98083 dated 15/09/2014. As per JE verification, found meter defective and replaced hence account for the previous six months i.e. 08/2014 to 12/2014 overhauled as per SMI 4.14 (S/C No. D-28/2013) and a sum of Rs.27950/- charged to the consumer account vide S C&AR No. 117/53/138.

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 arrears in three equal installments. The SDO has been directed to overhaul the account of the consumer on the basis of reading recorded by the new meter for one year subsequent to the installation of new meter 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 20th March, 2015.

(Daljit Singh)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member