



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
(website: www.dhbvn.org.in) (e-mail
ID:cgrf@dhbvn.org.in**

CASE NO.	3708/2021
DATE OF INSTITUTION	24.08.2021
DATE OF HEARING	31.08.2021, 30.09.2021, 12.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pradeep Lohan	Member Accounts (VC)
Manoj Yadav	Member Technical

In the matter of complaint of M/s. Raj Cotton, Kanina Road, CH. Dadri,
Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Charkhi Dadri.
SDO (OP) City Sub Divn., DHBVN, Charkhi Dadri.

.....Respondents

Appearance:-

For Complainant: Present

For the Respondent: SDO

INTERIM ORDER

M/s. Raj Cotton, Kanina Road, Charkhi Dadri, Bhiwani, has been consumer of DHBVN bearing account no. 5030180000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit is situated outside the municipal limit but the respondent SDO has been charging M Tax till 2017. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 31.08.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 767 dated 31.08.2021 stating that M Tax from Nov-2016 to May 2017 has already been refunded. Copy of Sundry and detail place on record. Forum directed representative of complainant to submit counter reply. Now to come on next date of hearing on 30.09.2021.


Proceedings were held on 30.09.2021 at Bhiwani. The complainant was not present but the SDO was present. SDO submitted his reply vide No. 1120 dated 30.09.2021 stating that M Tax from Nov-2016 to May 2017 has already been refunded. Copy of Sundry and detail place on record. Forum directed representative of complainant to submit counter reply. Now to come on next date of hearing on 12.10.2021.

Proceedings were held on 12.10.2021 at Dadri. The complainant as well the SDO was present. SDO did not submit any reply but apprised that the M Tax for a particular period only was refunded in compliance of the CGRF order dated 24.04.2017 whereby it had been directed to refund the M Tax only prospectively. The Forum observed that there was no reason to either reverse or amend the previous order and if there was any left out in that order, the complainant should have gone before the Ombudsman. The complainant requested for another date to put up some more facts. Now to come on next date of hearing on 12.11.2021 at Dadri.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NO.	3713/2021
DATE OF INSTITUTION	24.08.2021
DATE OF HEARING	31.08.2021, 30.09.2021, 12.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pradeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Amit Kumar, Amit and Co. Kanina Road, CH. Dadri, Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Charkhi Dadri.

SDO (OP) City Sub Divn., DHBVN, Charkhi Dadri.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Amit Kumar, Amit and Co. Kanina Road, Charkhi Dadri, Bhiwani, has been consumer of DHBVN bearing account no. 1447470000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit is situated outside the municipal limit but the respondent SDO has charged M Tax till 2017. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 31.08.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 769 dated 31.08.2021 stating that M Tax from Nov-2016 to May 2017 has already been refunded. Copy of Sundry and detail place on record. Forum directed representative of complainant to submit counter reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The complainant was not present but SDO was present. SDO submitted his reply vide No. 1120 dated 30.09.2021 stating that M Tax from Nov-2016 to May 2017 has already been refunded. Copy of Sundry and detail place on record. Forum directed the complainant to submit his counter reply if any. Now to come on next date of hearing on 12.10.2021.

Proceedings were held on 12.10.2021 at Dadri. The complainant as well the SDO was present. SDO did not submit any reply but apprised that the M Tax for a particular period only was refunded in compliance of the CGRF order dated 24.04.2017 whereby it had been directed to refund the M Tax only prospectively. The Forum observed that there was no reason to either reverse or amend the previous order and if there was any left out in that order, the complainant should have gone before the Ombudsman. The complainant requested for another date to put up some more facts.

Now to come on next date of hearing on 12.11.2021 at Dadri.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

**HETRI, SECTOR 16, IDC AREA, GURUGRAM
(website: www.dhbvn.org.in) (e-mail
ID:cgrf@dhbvn.org.in**

CASE NO.	3408/2021
DATE OF INSTITUTION	01.02.2021
DATE OF HEARING	26.2.2021, 31.03.2021, 29.06.2021, 29.07.2021, 31.08.2021, 30.09.2021, 12.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pradeep Lohan	Member Accounts (VC)
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Ram Kishan Gupta, Kedar Nath Aggarwal Inst. of Management, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Ch. Dadri.
SDO (OP) City S/Divn., DHBVN, Ch. Dadri.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Ram Kishan Gupta, Kedar Nath Aggarwal Inst. of Management, Ch. Dadri has been consumer of DHBVN bearing account no.2084080000 under SDO (OP) City S/Divn., DHBVN, Ch. Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that respondent Nigam issued bill for the month of Jan., 2020 for last about one year duration and that too on the basis of kVAh reading. Same practice was again adopted while issuing bill for the month of Nov., 2020. They are not issuing bills regularly. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 26.02.2021 at Bhiwani for hearing of the case.

Proceedings were held on 26.02.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted reply vide no. 9188 dated 26.2.2021 stating that on scrutiny of record, it was found that bill was issued on N code on average basis from time to time. Now the correct bill has been issued on actual reading basis. Forum directed respondent SDO to explain the reason for not issuing bill on actual reading basis since Jan., 2019 onward, submit consumption data of whole period. Complainant was also directed to pay at least 50% of outstanding dues within 7 days.

Proceedings were held on 31.03.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted reply vide no. 9507 dated 31.03.2021. Reply was not satisfactory and also not in consonance with the query of the Forum. Forum again directed respondent SDO to explain the reason for not issuing bill on actual reading basis since Jan., 2019 onward, submit consumption data of whole period.

Proceedings were held on 29.06.2021 at Bhiwani. The complainant and respondent SDO were present. SDO vide no. 10500 dated 29.06.2021 submitted consumption data since 01/2018 to date. Reply was not satisfactory and also not in consonance with the query of the Forum. Forum again directed respondent SDO/XEN to explain the reason for not issuing bill on actual reading basis since Jan., 2019 onward, submit consumption data of whole period and confirm the date, when the first bill was generated on kVAh basis to the complainant.

Proceedings were held on 29.07.2021 at Bhiwani. The complainant and respondent SDO were present. SDO vide no. 408 dated 29.07.2021 stating that first bill in KVAH had been issued to the complainant in December 2015 as per sales circular No. D-13/2015 and again submitted consumption data since 01/2018 to date. Reply was not satisfactory

and also not in consonance with the query of the Forum. Forum again directed respondent SDO/XEN to explain the reason for non issuing bill on actual reading basis since Jan., 2019 onward and submit consumption data of whole period showing billing period, new and old consumption in KVAH and KWH difference and billed/paid amount etc.

Proceedings were held on 31.08.2021 at Bhiwani. The complainant and respondent SDO were present. SDO vide no. 765 dated 31.08.2021 submitted the revised consumption data from January 2018 to date. Now to come on next date of hearing on 30.09.2021 for final arguments.


Proceedings were held on 30.09.2021 at Bhiwani. The complainant was not present but the respondent SDO was present. SDO vide no. 1116 dated 30.09.2021 stated that the data regarding leading or lagging power factor had not yet been received from M&P wing. The Forum directed the complainant to be present on the next date of hearing. Now to come on next date of hearing on 29.10.2021 for final arguments.

Proceedings were held on 12.10.2021 at Dadri. The complainant was not present but the respondent SDO was present. SDO did not submit any fresh reply but apprised that the bills were correct and that the payment was rightfully due. The Forum observed that the contention of complainant that he never knew that billing was to be done on kVAh basis is not correct. The Forum also observed that complainant was not appearing before the Forum for the last two dates and therefore one last opportunity is given to the complainant to appear on the next date of hearing. Now to come on next date of hearing on 12.11.2021 for final arguments.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NO.	3784/2021
DATE OF INSTITUTION	01.10.2021
DATE OF HEARING	12.10.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

Er. Sanjeev Chopra	Chairperson
Pradeep Lohan	Member Accounts (VC)
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Dharam Pal, Railway Road, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Ch. Dadri.
 SDO (OP) City S/Divn., DHBVN, Ch. Dadri.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Dharam Pal, Railway Road, Ch. Dadri is a consumer of DHBVN bearing account no. 7035276501 under SDO (OP) City S/Divn., DHBVN, Ch. Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that for the period January 2019 to February 2020 had got defective and average bills were issued to him which was totally unjustified. That he should be given correct bills. He requested the Forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 12.10.2021 at Bhiwani for hearing of the case.

Proceedings were held on 12.10.2021 at Dadri. The complainant as well as respondent SDO was present. SDO did not submit any reply but requested for another date for submission of reply. The Forum directed the SDO to put up complete facts of the case including the consumption data before and after the meter go defective in January 2019. Now to come on next date of hearing on 12.11.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NO.	3801/2021
DATE OF INSTITUTION	05.10.2021
DATE OF HEARING	12.10.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

Er. Sanjeev Chopra	Chairperson
Pradeep Lohan	Member Accounts (VC)
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Daya Nand, village Sahuwas, VPO Fatehgarh,
 Ch. Dadri regarding non installation of meter under BPL and yet issuing the bills

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Ch. Dadri.
 SDO (OP) City S/Divn., DHBVN, Ch. Dadri.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: SDO

INTERIM ORDER

Sh. Daya Nand, village Sahuwas, VPO Fatehgarh, Ch. Dadri is a non-consumer of DHBVN under SDO (OP) City S/Divn., DHBVN, Ch. Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that under a government scheme in 2012 to give electricity connections to BPL consumers, his application connection had been processed but while releasing connection, the contractor handed over only the meter to him and asked him to bring service cable from market. But since he could not bring the service cable, the meter even today is lying unconnected. As such, his connection has not yet been released even after 9 years but bills are being issued to him. That his connection may be got installed and all the bills issued so far should be withdrawn. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 12.10.2021 at Bhiwani for hearing of the case.

Proceedings were held on 12.10.2021 at Dadri. The complainant as well as respondent SDO was present. SDO did not submit any reply but requested for another date for submission of reply. The Forum directed the SDO to put up complete facts of the case including the copies of SCO and JEs report on the installation of meter. Also, the consumption data of the meter so far and the latest snapshot of the meter. Now to come on next date of hearing on 12.11.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson