



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

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| Case No. DH/CGRF- | 3216/2020 |
| Date of Institution: | 09.10.2020 |
| Date of Hearing: | 29.10.2020, 25.11.2020, 31.12.20, 29.01.2021&26.02.2021 |

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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| Er. Sanjeev Chopra | Chairperson (through VC) |
| Naresh Kumar Mehta | Member Accounts |
| Manoj Yadav | Member Technical |

In the matter of complaint of Sh. Ishwar Singh, Near Delhi Bye pass, 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: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Ishwar Singh, Delhi Bye pass, Ch. Dadri has an electricity connection bearing account no. 6720180000 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 his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. 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 29.10.2020 at Bhiwani for hearing of the case.

The proceedings were held on 29.10.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo.no. CGRF No.I/C dated 28.10.2020 stating therein that sundry for power subsidy of Rs.2/- per unit for the period 1.11.2018 to date for Rs.40534/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 116/153 and sent to CBO. Forum directed respondent SDO to follow up the matter personally with CBO office to get updated the amount of power subsidy and interest on ACD in the system.

The proceedings were held on 25.11.2020 at Bhiwani. Representative of both complainant and respondent SDO were present. SDO submitted reply vide memo.no. 8125 dated 24.11.2020 stating therein that case has already been sent to CBO for approval and the same will be reflected in next billing cycle. Forum directed respondent SDO to follow up the matter personally by visiting CBO office to get updated the amount of power subsidy and interest on ACD in the system, within fifteen days.

The proceedings were held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo.no. 8497 dated 31.12.2020 stating therein that case has already been sent to CBO for approval and is pending as yet. Forum directed respondent SDO to follow up the matter personally by visiting CBO office to get updated the amount of power subsidy and interest on ACD in the system, within fifteen days.

The proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo.no. 8805 dated 28.01.2021 stating that approval by CBO was still awaited. Forum directed respondent SDO to follow up the matter with CBO personally to get the necessary approval within ten days.

The proceedings were held on 26.02.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply, which was viewed seriously. Forum directed respondent SDO to follow up the matter with CBO personally to get the necessary approval within ten days. Now to come on next date of hearing on 31.3.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in) |
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| Case No. DH/CGRF- | 3239/2020 |
| Date of Institution: | 02.06.2020 |
| Date of Hearing: | 29.10.2020,25.11.2020, 31.12.2020,29.01.2021 & 26.2.2021 |

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

Present:

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|--------------------|--------------------------|
| Er. Sanjeev Chopra | Chairperson (through VC) |
| Naresh Kumar Mehta | Member Accounts |
| Manoj Yadav | Member Technical |

In the matter of complaint of Smt. Sarla Rani Gupta W/o Brij Mohan Gupta,
R/o Main Rohtak Road, Near Rly. Crossing, 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: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

Smt. Sarla Rani Gupta W/o Brij Mohan Gupta, R/o Main Rohtak Road, Near Rly. Crossing, Ch. Dadri has got an electricity connection bearing account no. 3994470000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri and hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that she has an Indl. Connection with sanctioned load 13.66 kWH. Respondent Nigam wrongly charged MDI penalty from June, 2014 to Aug., 2017, fixed charges Oct., 2014 to April, 2015 and meter rent Nov., 2015 to Aug., 2017. She further alleged that meter installed is Avon make in which PF is not working accurately. Even department is charging monthly bill on kVAH, which is wrong. Rs.6829/- as deposited on 23.06.2016 have not been accounted for. Respondent Nigam has returned the cheques as deposited in lieu of current bill after retaining for long period resulting in accumulation of outstanding dues with surcharge. She has requested the Forum to redress her 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 16.07.2020 at Bhiwani for hearing of the case.

The proceedings were held on 29.10.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo. no. CGRF-2/C dated 29.10.2020 stating therein that amount charged in lieu of MDI penalty, fixed charges and meter rent amounting to Rs.457000/- has been refunded vide SC&AR No.101/153, copy placed on record which will be reflected in the next bill. So far as fault in Avon make meter regarding non recording kVH reading, there is no any adverse report from any end. Rs.6829/- has already been accounted for. It is admitted that the cheques were returned to complainant since there is no instruction to accept the cheques having the amount less than current bill amount. During hearing, it was gathered that complainant firm has already filed civil suit in court of law. Forum directed respondent SDO as well as complainant to provide detail of civil suit, detail of cheque no., date, amount, date of deposit, date of return, surcharge levied etc. in addition, complainant is directed to provide documentary evidence in support of her claim regarding fault in Avon make meter. Respondent SDO is directed also to provide detail of adjustment of Rs.6829/-.

The proceedings were held on 25.11.2020 at Bhiwani. Representative of both complainant and respondent SDO were present. SDO submitted reply vide memo. no. 8123 dated 24.11.2020 which is not in consonance with the queries raised by the Forum except the proof of adjustment of Rs.6829/-, which is

viewed seriously by the Forum. Reply submitted by the complainant also is not in consonance with the queries of Forum except copy of letter of SE/Commercial dated 3.1.2018. Forum directed respondent SDO as well as complainant to provide detail of civil suit, detail of cheque no., date, amount, date of deposit, date of return, surcharge levied etc. Respondent SDO is directed also to provide detail of consumption and meter reading for the months in which meter showing leading power factor.

Proceedings were held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo. no. Spl-1 dated 31.12.2020 which was again not in consonance with the queries raised by the Forum. Reply submitted by the complainant has been handed over to the respondent SDO. Forum directed complainant to visit the respondent office to brief his case to within a week's time and Respondent SDO is directed to submit his detailed reply alongwith pointwise reply to the queries of the Forum within 15 days. Now to come on next date of hearing on 21.01.2021.

Proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo. no. 8798 dated 28.01.2021 which was again not in consonance with the queries raised by the Forum. Complainant argued that he had tried for appointment telephonically with respondent SDO but no response was received. Forum directed complainant to visit the respondent office to brief his case to recently joined SDO within weeks time and Respondent SDO was directed to submit his detailed reply alongwith pointwise reply to the queries of the Forum within 15 days.

Proceedings were held on 26.02.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply and requested for another date. Complainant raised an application dated 26.2.2021 that his connection was disconnected due to non payment and requested for early disposal of his case. Forum directed complainant to visit the respondent office to brief his case to SDO within weeks time and Respondent SDO was directed to submit his detailed reply alongwith pointwise reply to the queries of the Forum within 10 days. Now to come on next date of hearing on 10.03.2021 at Gurugram.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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| Case No. DH/CGRF- | 3277/2020 |
| Date of Institution: | 06.11.2020 |
| Date of Hearing: | 25.11.2020, 31.12.2020, 29.01.2021&26.2.2021 |

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

Present:

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|--------------------|--------------------------|
| Er. Sanjeev Chopra | Chairperson (through VC) |
| Naresh Kumar Mehta | Member Accounts |
| Manoj Yadav | Member Technical |

In the matter of complaint of Sh. Vinod Kumar Gupta, M/s Gopal Flour Mill,
Rly. 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: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Vinod Kumar Gupta, M/s Gopal Flour Mill, Rly. Road, Ch. Dadri has got an electricity connection bearing account no. 7718685593 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that he applied for extension of load but the case has been rejected but the amount has not been refunded so far. 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 25.11.2020 at Bhiwani for hearing of the case.

The proceedings were held on 25.11.2020 at Bhiwani. Representative of both complainant and respondent SDO were present. SDO submitted reply vide memo.no. 8125 dated 24.11.2020 stating therein that case has already been sent to CBO for approval and the same will be reflected in next billing cycle. Forum directed respondent SDO to follow up the matter personally by visiting CBO office to get updated the amount of power subsidy and initiate the refund procedure of amount as deposited by the complainant in lieu of EOL being rejected earlier as per prevailing instructions within fifteen days.

Proceedings were held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply. Representative of complainant argued that refund of ACD in lieu of EOL rejection is not received as yet. Forum directed respondent SDO to follow up the matter personally by visiting CBO office to get updated the amount of power subsidy and initiate the refund procedure of amount as deposited by the complainant in lieu of EOL being rejected earlier as per prevailing instructions within fifteen days.

The proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply. Representative of complainant again argued that refund of ACD in lieu of EOL rejection is not received as yet. Forum directed respondent SDO to follow up the matter personally by visiting CBO office to get updated the amount of power subsidy and initiate the refund procedure of amount as deposited by the complainant in lieu of EOL being rejected earlier as per prevailing instructions within fifteen days.

The proceedings were held on 26.02.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply. Representative of complainant again argued that refund of ACD in lieu of EOL rejection was not received as yet. Forum directed respondent SDO to follow up the matter personally by visiting CBO office to get updated the amount of power subsidy and initiate the refund procedure of amount as deposited by the complainant in lieu of EOL being rejected earlier as per prevailing instructions within fifteen days. This may be treated as last opportunity failing which punitive action will be recommended. Now to come on next date of hearing on 30.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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| Case No. DH/CGRF- | 3322/2020 |
| Date of Institution: | 08.12.2020 |
| Date of Hearing: | 31.12.2020, 29.01.2021&26.2.2021 |

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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|--------------------|--------------------------|
| Er. Sanjeev Chopra | Chairperson (through VC) |
| Naresh Kumar Mehta | Member Accounts |
| Manoj Yadav | Member Technical |

In the matter of complaint of Sh. Vinod Kumar Gupta, Gopal Saree Centre, Rly. Road, Ch.Dadri regarding refund of security.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Vinod Kumar Gupta, Gopal Saree Centre, Rly. Road, Ch.Dadri has been consumer of DHBVN bearing account no. 8141380000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his connection was disconnected during Nov., 2017 but respondent Nigam has not refunded security amount as yet. 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 31.12.2020 at Bhiwani for hearing of the case.

The proceedings were held on 31.12.2020 at Bhiwani. The representative of Complainant and respondent SDO were present. SDO submitted reply vide no. 8495 dated 31.12.2020 stating therein that the complainant has not represented this office. He also stated that as per record Rs. 8000 are still lying with this office as security but Rs. 15749/- are also outstanding against him. Reply of the respondent SDO not satisfactory. Forum directed respondent SDO to submit detailed reply after through study of the case as to how the PDCO had been effected and New connection had been given in the same premises when the sums were outstanding. The complainant was also directed to visit the respondent office to complete due formalities for refund of his security amount within weeks time.

The proceedings were held on 29.01.2021 at Bhiwani. The representative of Complainant and respondent SDO were present. SDO submitted reply vide no. 8803 dated 28.01.2021 stating therein that the complainant has not visited his office. The complainant was directed to visit the respondent office to complete due formalities for refund of his security amount within weeks time and respondent SDO will take requisite action and submit reply accordingly.

The proceedings were held on 26.02.2021 at Bhiwani. The representative of Complainant and respondent SDO were present. SDO submitted reply vide no. 9183 dated 26.02.2021 stating therein that Rs.8000/- lying in lieu of security but a sum of Rs.15749/- was outstanding against said account, as such, nothing is pending as payable. Complainant argued that he had cleared all dues before PDCO, as such, nothing was payable. The complainant and respondent SDO were directed to produce copy of bills issued for the period 17.10.2017 to 16.11.2017. Now to come on next date of hearing on 31.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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| Case No. DH/CGRF- | 3402/2021 |
| Date of Institution: | 22.01.2021 |
| Date of Hearing: | 26.2.2021 |

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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| Er. Sanjeev Chopra | Chairperson (through VC) |
| Naresh Kumar Mehta | Member Accounts |
| Manoj Yadav | Member Technical |

In the matter of complaint of Sh. Ankur Kaushik S/o Sh. Pardeep Kaushik near Fancy Chowk, Naya Bazar, Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/U No.1 S/Divn., DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO

INTERIMORDER

Sh. Ankur Kaushik S/o Sh. Pardeep Kaushik near Fancy Chowk, Naya Bazar, Bhiwani has been consumer of DHBVN bearing account no.8851500455 under SDO (OP) sub urban no.1 S/Divn., DHBVN, Bhiwani. hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that during Aug., 2020, reading of electric meter jumped and the same was got checked but he was not satisfied with the checking report. Since the consumption shown was extra ordinary high. 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.

The proceedings were held on 26.02.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO did not submit reply. Forum directed respondent SDO to submit lab. test report, load survey/temper data and retrieved reading for max. period as possible and consumption data for last 3 years. Now come on next date of hearing on 31.3.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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| Case No. DH/CGRF- | 3407/2021 |
| Date of Institution: | 22.01.2021 |
| Date of Hearing: | 26.2.2021 |

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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|--------------------|--------------------------|
| Er. Sanjeev Chopra | Chairperson (through VC) |
| Naresh Kumar Mehta | Member Accounts |
| Manoj Yadav | Member Technical |

In the matter of complaint of Sh. Pritam Singh, Director, K.M. Sr. Sec. Public School,
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

INTERIMORDER

Sh. Pritam Singh, Director, K.M. Sr. Sec. Public School, Ch. Dadri has been consumer of DHBVN bearing account no.9630870000 under SDO (OP) CityS/Divn., DHBVN,Ch.dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he got installed solar system of 15 kW but, NET metering bill is not issued till date. 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.

The proceedings were held on 26.02.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted reply vide no. 9185 dated 26.2.2021 stating therein that now, solar system has been updated in complainant account and correct bill will be issued very soon. Forum directed respondent SDO to ensure issue of rectified bill as per NET meter reading after adjustment well before next date of hearing and submit detailed reply. Now come on next date of hearing on 31.3.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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| Case No. DH/CGRF- | 3408/2021 |
| Date of Institution: | 01.02.2021 |
| Date of Hearing: | 26.2.2021 |

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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|--------------------|--------------------------|
| Er. Sanjeev Chopra | Chairperson (through VC) |
| Naresh Kumar Mehta | Member Accounts |
| 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

INTERIMORDER

Sh. Ram Kishan Gupta, Kedar Nath Aggarwal Inst. of Management, Ch. Dadrihas 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 therein that respondent Nigam issued bill for the month of Jan., 2020 for last about one year 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 bill 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.

The 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 therein that on scrutiny of record, it was found that bill was issued on N code on average basis time to time. Now 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 atleast 50% of outstanding dues within 7 days. Now come on next date of hearing on 31.3.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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(website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

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| Case No. DH/CGRF- | 3445/2021 |
| Date of Institution: | 19.02.2021 |
| Date of Hearing: | 26.2.2021 |

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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|--------------------|--------------------------|
| Er. Sanjeev Chopra | Chairperson (through VC) |
| Naresh Kumar Mehta | Member Accounts |
| Er. Manoj Yadav | Member Technical |

In the matter of complaint of Sh. Amit Kumar, M/s Amit & Co., Kanina 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: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Amit Kumar, M/s Amit & Co., Kanina Road, Ch. Dadri has electricity connection bearing account no. 1447470000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that I applied for rebate on TOD consumption as per sales circular no. 29/2017 during Sep., 2017 and again in 2018, 2019 but benefit has not been given so far. 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. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo.no. 9187 dated 26.02.2021 stating that case for TOD/TOU benefits have been sent to Xen. (OP) Ch. Dadri. As and when the same is approved from his office, complaint will be resolved. Forum directed respondent SDO to follow up matter with the quarter concerned and get resolved the issued well before next date of hearing and submit detailed reply. Now come on next date of hearing on 31.3.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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| Case No. DH/CGRF- | 3446/2021 |
| Date of Institution: | 19.02.2021 |
| Date of Hearing: | 26.2.2021 |

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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|--------------------|--------------------------|
| Er. Sanjeev Chopra | Chairperson (through VC) |
| Naresh Kumar Mehta | Member Accounts |
| Er. Manoj Yadav | Member Technical |

In the matter of complaint of Sh. Raj Kumar, M/s Raj Cotton & Co., Kanina 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: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Raj Kumar, M/s Raj Cotton & Co., Kanina Road, Ch. Dadri has electricity connection bearing account no. 5030180000 under SDO (OP) City S/Divn., DHBVN, Ch. Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he had applied for rebate on TOD consumption as per sales circular no. 29/2017 during Sep., 2017 and again in 2018, 2019 but benefit has not been given so far. 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. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo.no. 9186 dated 26.02.2021 stating that case for TOD/TOU benefits have been sent to Xen. (OP) Ch. Dadri. As and when the same is approved from his office, complaint will be resolved. Forum directed respondent SDO to follow up matter with the quarter concerned and get resolved the issued well before next date of hearing and submit detailed reply. Now come on next date of hearing on 31.3.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

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|----------------------|------------|
| Case No. DH/CGRF- | 3390/2021 |
| Date of Institution: | 18.01.2021 |
| Date of Hearing: | 26.2.2021 |

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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|--------------------|--------------------------|
| Er. Sanjeev Chopra | Chairperson (through VC) |
| Naresh Kumar Mehta | Member Accounts |
| Er. Manoj Yadav | Member Technical |

In the matter of complaint of Sh. Mahabir Singh Village Haryanas Tehsil
Loharu Distt. Bhiwani regarding release of tube well connection.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Behal.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Sh. Mahabir Singh Village Haryanas Tehsil Loharu Distt. Bhiwani applied for tubewell connection vide A&A No. B25-414-5 under SDO (OP) S/Divn., DHBVN, Behal, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he had applied for tubewell connection during 2016 and at the time of application, he applied for 20 BHP motor but, department initially got deposited cost of 15 BHP motor and later got deposited differential cost of 5 BHP also. But, respondent Nigam installed motor of 15 BHP capacity. 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. Complainant and representative of respondent SDO were present. SDO did not submit reply and even representative deputed was not aware of the case, which was viewed seriously. Forum directed respondent SDO to appear personally along with detailed reply and complete case file on next date of hearing. If the complainant applied for 20 BHP and paid the cost accordingly, do compliance well before next date of hearing. Now come on next date of hearing on 31.3.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson