

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, VidyutSadan, Vidyut Nagar, Hisar-125005 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-	3078/2020
Date of Institution:	22.07.2020
Date of Hearing:	25.08.2020,28.09.2020, 29.10.20, 25.11.20, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Surender Kumar S/o Sh. Mahavir
Parshad, Prem Nagar, 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 Respondent: Respondent SDO

INTERIM ORDER

Sh. Surender Kumar S/o Sh. Mahavir Parshad, Prem Nagar, Ch. Dadri has got an electricity connection bearing account no. 7241380000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, and hence, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his unit is situated in Village Rawalddhi. This village falls in C Block Category, as such, 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 given despite requests. 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings were held on 25.08.2020 through video conferencing at Bhiwani. The complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6009 dated 24.08.2020 stating therein that the request application of the complainant had been sent to Xen. CBO and R-APDRP Hisar for compliance of sales circular no. D-7/2019 vide memo.no. 5815 dated 10.08.2020 as the competency for execution of the same relates to CBO team. After approval, subsidy would be credited to complainant account. Complainant was not satisfied. Forum directed respondent SDO to follow up the matter with concerned office in Hisar and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant's representative and representative of respondent SDO were present. SDO did not submit any reply and even the representative deputed was not aware about the case, which is viewed seriously by the Forum. Forum directed the respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account from 11/2018 onwards within fifteen days and compliance be reported. Respondent SDO is also directed to ensure his personal appearance on next date of hearing on 29.10.2020.

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.13010/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 115/153 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.

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 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approach towards redressal of complaint and directed the respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3079/2020
Date of Institution:	22.07.2020
Date of Hearing:	25.08.2020, 28.09.2020,29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Smt. Parmod W/o Sh. Surender Goyal,
Prem Nagar, 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. Parmod W/o Sh. Surender Goyal, Prem Nagar, ChakhiDadrihasgot an electricity connection bearing account no. 0368813184 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 is situated in Village Rawaldhi. This village falls in C Block Category, as such, 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 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings held on 25.08.2020 through video conferencing at Bhiwani. The complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6008 dated 24.08.2020 stating therein that the request application of the complainant has been sent to Xen. CBO and R-APDRP Hisar for compliance of sales circular no. D-7/2019 vide memo.no. 5815 dated 10.08.2020 as the competency for execution of the same relates to CBO team. After approval, subsidy will be credited to complainant account. Complainant was not satisfied. Forum directs respondent SDO to follow up the matter with concerned and get credited the subsidy to complainant account since 11/2018 onwards within fifteen days.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO did not submit any reply and even the representative deputed was not aware about the case, which is viewed seriously by the Forum. The Forum directed the respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported. Respondent SDO is also directed to ensure his personal appearance on next date of hearing on 29.10.2020.

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.33042/- and interest on ACD for the FY 2018-2020 has been prepared vide no. 99/153 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 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3119/2020
Date of Institution:	18.08.2020
Date of Hearing:	25.08.20, 28.09.20,29.10.20, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Manoj S/o Sh. Parbhu Ram, V&PO Sandwa Tehsil Tosham Distt. Bhiwani regarding release of new AP connection.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn.No.I, DHBVN, Tosham.

.....Respondents

Appearance:-

For Complainant:

Representative:

For the Respondent:

Respondent SDO

INTERIM ORDER

Sh. Manoj S/o Sh. Parbhu Ram, V&PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no. B-14-1018-10 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he had applied for a new tube well connection and had completed all the due formalities along with all the due payments. But, the respondent SDO has not released his connection whereas connection to his junior applicants have already been released. He approached Nigam authorities for the same but, all in vain. He has therefore 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings were held on 25.08.2020 through video conferencing at Bhiwani. The complainant and respondent SDO were present. SDO placed on record seniority list of applicants which was prepared on the basis of date & time of payment of motor cost made by the applicants online. As per seniority, complainant name appears at sr.no. 162 out of total 532 applications. Respondent SDO further stated that the complainant had completed all due formalities. Seniority list of 532 applicants had been sent to CE/Commercial and CE/MM, DHBVN through proper channel for procurement of motors of required BHP/load. As on date, 375 no. applicant wise motors out of 532 irrespective of seniority, have been received through Stores of DHBVN and almost all have been installed. He further stated that basis of selection of 375 no. applicants out of 532 was not known. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO to visit the office of C.E. (Commercial)/CE (MM) to find out the following and apprise the Forum through his Xen. within seven days.

1. Basis of procurement of motors, reasons for not following the seniority prepared on the basis of on-line deposition of motor cost and the criteria adopted for earmarking the motors to different applicants by leaving some of the applicants in between
2. Timeline of procurement of motors of remaining applicants.

Forum further directs respondent SDO to initiate the execution process if motors are to be procured by the Nigam in 15 days so as to release the connection without further delay.

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued.

The proceedings held on 29.10.2020 at Bhiwani. Representative of complainant

and respondent SDO were present. SDO replied vide memo.no. 4874 dated 28.10.2020 stating therein that poles were erected at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected in upcoming 15 days as informed by the firm's representative. Xen. (OP) City Bhiwani was also present and assured accomplishment of the work by the mid of November, 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 25.11.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 6023 dated 25.11.2020 stating therein that line work completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected to be completed by mid of December2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

Proceedings were held on 31.12.2020 at Bhiwani.Representative of complainant and respondent SDO were present. SDO replied vide memo.no. Spl-1dated 30.12.2020 stating that line work has been completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected by January2021.The representative of the complainant argued that transformer as installed is of lesser capacity than as per estimate,As such differential cost of the transformer should be refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor and get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 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 did not submit reply, however, informed that work has been completed but receipt of motor is pending.Complainant argued that differential cost of T/F has also not been refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor andto get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 days. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3121/2020
Date of Institution:	18.08.2020
Date of Hearing:	25.8.2020,28.09.20,29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Ranbir Singh S/o Sh. Ram Singh,
V&PO Sandwa Tehsil Tosham Distt. Bhiwani regarding release of new AP connection.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn., DHBVN, Bhiwani.
SDO (OP) S/Divn.No.I, DHBVN, Tosham.

.....Respondents

Appearance:-

For Complainant: Representative.

For the Respondent Respondent SDO

INTERIM ORDER

Sh. Ranbir Singh S/o Sh. Ram Singh, V&PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no.B-14-514-46 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he had applied for a new tube well connection and had completed all the due formalities along with all the due payments. But, the respondent SDO has not released his connection whereas connection to his junior applicants have already been released. He approached Nigam authorities for the same but, all in vain. He has therefore 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings were held on 25.08.2020 through video conferencing at Bhiwani. The complainant and respondent SDO were present. SDO placed on record seniority list of applicants which was prepared on the basis of date & time of payment of motor cost made by the applicants online. As per seniority, complainant name appears at sr.no. 162 out of total 532 applications. Respondent SDO further stated that the complainant had completed all due formalities. Seniority list of 532 applicants had been sent to CE/Commercial and CE/MM, DHBVN through proper channel for procurement of motors of required BHP/load. As on date, 375 no. applicant wise motors out of 532 irrespective of seniority, have been received through Stores of DHBVN and almost all have been installed. He further stated that basis of selection of 375 no. applicants out of 532 was not known. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO to visit the office of C.E. (Commercial)/CE (MM) to find out the following and apprise the Forum through his Xen. within seven days.

1. Basis of procurement of motors, reasons for not following the seniority prepared on the basis of on-line deposition of motor cost and the criteria adopted for earmarking the motors to different applicants by leaving some of the applicants in between
2. Timeline of procurement of motors of remaining applicants.

Forum further directs respondent SDO to initiate the execution process if motors are to be procured by the Nigam in 15 days so as to release the connection without further delay.

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued.

The proceedings held on 29.10.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 4874 dated 28.10.2020 stating therein that work is being carried out by M/s Pace Power, poles will be arranged within 2-3 days and remaining work is expected in upcoming 15 days as informed by the firm's representative. Xen. (OP) City Bhiwani was also present and assured accomplishment of the work by the mid of November, 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 25.11.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 6023 dated 25.11.2020 stating therein that line work completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected to be completed by mid of December 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. Spl-1 dated 30.12.2020 stating that line work has been completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected by January 2021. The representative of the complainant argued that transformer as installed is of lesser capacity than as per estimate, As such differential cost of the transformer should be refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor and get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 days.

Proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply, however, informed that work has been completed but receipt of motor is pending. Complainant argued that differential cost of T/F has also not been refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor and to get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 days. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3122/2020
Date of Institution:	18.08.2020
Date of Hearing:	25.8.2020,28.09.20, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Ram Chander S/o Sh. Gopal, V&PO Sandwa Tehsil Tosham Distt. Bhiwani regarding release of new AP connection.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn.No.I, DHBVN, Tosham.

.....Respondents

Appearance:-

For Complainant: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Ram Chander S/o Sh. Gopal, V&PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no.B-14-118-48 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he had applied for a new tube well connection and had completed all the due formalities along with all the due payments. But, the respondent SDO has not released his connection whereas connection to his junior applicants have already been released. He approached Nigam authorities for the same but, all in vain. He has therefore 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings were held on 25.08.2020 through video conferencing at Bhiwani. The complainant and respondent SDO were present. SDO placed on record seniority list of applicants which was prepared on the basis of date & time of payment of motor cost made by the applicants online. As per seniority, complainant name appears at sr.no. 162 out of total 532 applications. Respondent SDO further stated that the complainant had completed all due formalities. Seniority list of 532 applicants had been sent to CE/Commercial and CE/MM, DHBVN through proper channel for procurement of motors of required BHP/load. As on date, 375 no. applicant wise motors out of 532 irrespective of seniority, have been received through Stores of DHBVN and almost all have been installed. He further stated that basis of selection of 375 no. applicants out of 532 was not known. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO to visit the office of C.E. (Commercial)/CE (MM) to find out the following and apprise the Forum through his Xen. within seven days.

1. Basis of procurement of motors, reasons for not following the seniority prepared on the basis of on-line deposition of motor cost and the criteria adopted for earmarking the motors to different applicants by leaving some of the applicants in between
2. Timeline of procurement of motors of remaining applicants.

Forum further directs respondent SDO to initiate the execution process if motors are to be procured by the Nigam in 15 days so as to release the connection without further delay.

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued.

The proceedings held on 29.10.2020 at Bhiwani. Representative of complainant

and respondent SDO were present. SDO replied vide memo.no. 4874 dated 28.10.2020 stating therein that poles were erected at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected in upcoming 15 days as informed by the firm's representative. Xen. (OP) City Bhiwani was also present and assured accomplishment of the work by the mid of November, 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 25.11.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 6023 dated 25.11.2020 stating therein that poles were erected at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected by the mid of December, 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. Spl-1 dated 30.12.2020 stating that poles were erected at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected by January 2021. Forum directed respondent SDO/Xen. to pursue with the firm and get the work completed within 15 Days.

Proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply, however, informed that work has been completed except installation of T/F. Motor is received. Complainant argued that differential cost of T/F has also not been refunded. Forum directed respondent SDO/Xen. to pursue with the firm for installation of T/F and release the connection within 7 Days and also ensure the refund of differential cost of transformer after due verification within 10 days. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN
HARYANA BIJLI VITRAN NIGAM
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Case No. DH/CGRF-	3127/2020
Date of Institution:	18.08.2020
Date of Hearing:	25.8.2020, 28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Ram Kumar S/o Sh. Shree Chand,
V&PO Sandwa Tehsil Tosham Distt. Bhiwani regarding release of new AP connection.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn.No.I, DHBVN,
Tosham.

.....Respondents

Appearance:-

For Complainant: Representative:

For Respondent: Respondent SDO

INTERIM ORDER

Sh. Ram Kumar S/o Sh. Shree Chand, V&PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no.B-14-514-84 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he had applied for a new tube well connection and had completed all the due formalities along with all the due payments. But, the respondent SDO has not released his connection whereas connection to his junior applicants have already been released. He approached Nigam authorities for the same but, all in vain. He has therefore 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings were held on 25.08.2020 through video conferencing at Bhiwani. The complainant and respondent SDO were present. SDO placed on record seniority list of applicants which was prepared on the basis of date & time of payment of motor cost made by the applicants online. As per seniority, complainant name appears at sr.no. 162 out of total 532 applications. Respondent SDO further stated that the complainant had completed all due formalities. Seniority list of 532 applicants had been sent to CE/Commercial and CE/MM, DHBVN through proper channel for procurement of motors of required BHP/load. As on date, 375 no. applicant wise motors out of 532 irrespective of seniority, have been received through Stores of DHBVN and almost all have been installed. He further stated that basis of selection of 375 no. applicants out of 532 was not known. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO to visit the office of C.E. (Commercial)/CE (MM) to find out the following and apprise the Forum through his Xen. within seven days.

1. Basis of procurement of motors, reasons for not following the seniority prepared on the basis of on-line deposition of motor cost and the criteria adopted for earmarking the motors to different applicants by leaving some of the applicants in between
2. Timeline of procurement of motors of remaining applicants.

Forum further directs respondent SDO to initiate the execution process if motors are to be procured by the Nigam in 15 days so as to release the connection without further delay.

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has

already been issued.

The proceedings held on 29.10.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 4874 dated 28.10.2020 stating therein that poles were dumped at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected in upcoming 15 days as informed by the firm's representative. Xen. (OP) City Bhiwani was also present and assured accomplishment of the work by the mid of November, 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 25.11.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 6023 dated 25.11.2020 stating therein that line work completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected to be completed by mid of December2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 31.12.2020 at Bhiwani.Representative of complainant and respondent SDO were present. SDO replied vide memo.no. Spl-1dated 30.12.2020 stating that line work has been completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected by January2021.The representative of the complainant argued that transformer as installed is of lesser capacity than as per estimate,as such differential cost of the transformer should be refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor and get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 days.

Proceedings were held on 29.01.2021 at Bhiwani.Representative of complainant and respondent SDO were present. SDO did not submit reply, however, informed that work has been completed but receipt of motor is pending.Complainant argued that differential cost of T/F has also not been refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor andto get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 days. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3165/2020
Date of Institution:	14.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Deepak Kumar S/o Sh. Tara Chand,
ChhotiBazari, 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. Deepak Kumar S/o Sh. Tara Chand, ChhotiBazari, Ch. Dadrigot an electricity connection bearing account no. 9341380000 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 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant's representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6307 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions is concerned, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and expressed displeasure at his casual approach. The Forum directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account from 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date.

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.19900/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 120/153 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 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approach towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3166/2020
Date of Institution:	14.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Shiv Rattan, Ghikara Road, Near K.N. 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: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Shiv Rattan, Ghikara Road, Near K.N. School, Ch. Dadri got an electricity connection bearing account no. 7820180000 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 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO did not submit any reply and even the representative deputed was not aware about the case, which is viewed seriously by the Forum. Forum directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date. Respondent SDO is also directed to ensure his personal appearance on next date of hearing on 29.10.2020.

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.54360/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 110/153 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.

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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3167/2020
Date of Institution:	14.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Ashok Kumar, Old AnajMandi, 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. Ashok Kumar, Old Anaj Mandi, Ch. Dadrigot an electricity connection bearing account no. 4996080000 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 the interest on ACD has also not been given since the date of connection to date. 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6309 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and expressed displeasure at his casual approach and directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date. Now to come up on next date of hearing on 29.10.2020.

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.55666/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 121/153 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p align="center">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)</p>

Case No. DH/CGRF-	3168/2020
Date of Institution:	14.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Er. Manoj Yadav	Member Technical

In the matter of complaint of Sh. Om Parkash, Auto Market, Delhi Road Bye pass, Prem Nagar, 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. Om Parkash, Auto Market, Delhi Road Bye pass, Prem Nagar, Ch. Dadri got an electricity connection bearing account no. 3920180000 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 the interest on ACD has also not been given since the date of connection to date. 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6310 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and is displeased at his casual approach, as such, directed the respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date.

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.35144/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 108/153 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current

month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3169/2020
Date of Institution:	14.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Om Parkash, Auto Market, Delhi Road Bye pass, Prem Nagar, 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. Mahender Gupta, Gupta Oil Mill, Behind Anaj Mandi (Old), Ch. Dadri got an electricity connection bearing account no. 5122970000 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 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6305 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and is displeased at his casual approach, as such, directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date.

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.21400/- and interest on ACD for the FY 2018-2020 has been prepared vide no. 113/153 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3170/2020
Date of Institution:	14.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Ankur Gupta S/o Sh. Narender Kumar, M/s Garg Floor Mill, Delhi 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. Ankur Gupta S/o Sh. Narender Kumar, M/s Garg Floor Mill, Delhi Road, Ch. Dadrigot an electricity connection bearing account no. 8720180000 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 the interest on ACD has also not been given since the date of connection to date and he applied for change of name through an affidavit dated 16.03.2020, which is also not effected 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6301 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and is displeased at his casual approach, as such, directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date. Forum directed to complainant to apply for change of name through on line portal of DHBVN.

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.28908/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 112/153 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, change of name case be also initiated 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 is still awaited. Forum directed respondent SDO to follow up the matter with CBO personally get necessary approval within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3183/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Vijay Kumar S/o Sh. Om Parkash, Kath Mandi, 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. Vijay Kumar S/o Sh. Om Parkash, Kath Mandi, Ch. Dadrigot an electricity connection bearing account no. 5441380000 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 the interest on ACD has also not been given since the date of connection to date. 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO did not submit any reply and even the representative deputed was not aware about the case, which is viewed seriously by the Forum. The Forum directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date. Respondent SDO is also directed to ensure his personal appearance on next date of hearing on 29.10.2020.

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.33240/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 122/153 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown

is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3184/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020,29.11.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Vinod Kumar S/o Sh. Rameshwar Dass, Kath Mandi, 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 S/o Sh. Rameshwar Dass, Kath Mandi, Ch. Dadrigot an electricity connection bearing account no. 4007080000 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 the interest on ACD has also not been given since the date of connection to date. 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO did not submit any reply and even the representative deputed was not aware about the case, which is viewed seriously by the Forum. Forum directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date. Respondent SDO is also directed to ensure his personal appearance on next date of hearing on 29.10.2020.

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.15044/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 119/153 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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)</p>
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Case No. DH/CGRF-	3185/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Vinod Kumar S/o Sh. Rameshwar Dass, 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. Vinod Kumar S/o Sh. Rameshwar Dass, Near Delhi Bye pass, Ch. Dadrigot an electricity connection bearing account no. 2994470000 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 the interest on ACD has also not been given since the date of connection to date. 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6300 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and is displeased at his casual approach, as such, directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date.

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.78374/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 120/153 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. Now to come on next date of hearing on

21.01.2021.

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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten 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 is still awaited. Forum directed respondent SDO to follow up the matter with CBO personally get necessary approval within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3186/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020,29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Rajbir S/o Sh. Jai Narain, Delhi 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 Respondent: Respondent SDO

INTERIM ORDER

Sh. Rajbir S/o Sh. Jai Narain, Delhi Road, Ch. Dadrigot an electricity connection bearing account no. 7147470000 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 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6304 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and is displeased at his casual approach, as such, directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date.

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.74374/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 111/153 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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)</p>
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Case No. DH/CGRF-	3187/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020,29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. R.C. Jangra C/o M/s Vijay Wire Industry,
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. R.C. Jangra C/o M/s Vijay Wire Industry, Delhi Bye pass, Ch. Dadrigot an electricity connection bearing account no. 4322970000 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 the interest on ACD has also not been given since the date of connection to date. He also requested to update the total ACD amount Rs.33595/- instead of Rs.16680/- in the account. 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6308 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and is displeased at his casual approach, as such, directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards and update the ACD amount within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date.

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.36812/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 109/153 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3188/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020,29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Attar Singh S/o Sh. Bhagwana Ram, 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 Respondent: Respondent SDO

INTERIM ORDER

Sh. Attar Singh S/o Sh. Bhagwana Ram, Delhi Bye pass, Ch. Dadri got an electricity connection bearing account no. 8007080000 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 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO did not submit any reply and even the representative deputed was not aware about the case, which is viewed seriously by the Forum. The Forum directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date. Respondent SDO is also directed to ensure his personal appearance on next date of hearing on 29.10.2020.

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.26812/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 114/153 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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)</p>
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Case No. DH/CGRF-	3189/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020,29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Hemant C/o M/s Mittal Man, 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. Hemant C/o M/s Mittal Man, Delhi Bye pass, Ch. Dadri got an electricity connection bearing account no. 5147470000 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 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6302 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and is displeased at his casual approach, as such, directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date.

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./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.28818/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 115/153 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3141/2020
Date of Institution:	24.08.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts

In the matter of complaint of Sh. Sachin Goyal, Shop No. 41-42, M.C. City Complex, Behind City Police Station, 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. Sachin Goyal, Shop No. 41-42, M.C. City Complex, Behind City Police Station, Ch. Dadrigot an electricity connection bearing account no. 5296670000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear thecomplaint.

Complainant filed the present complaint stating therein that his meter installed outside the premises got burnt on 29/30.10.2017.He immediately reported respondent Nigam and also deposited the cost of meter. The meter was replaced in June, 2019. During that period, the bills were issued on average basis and on higher side. He requested respondent Nigam to issue the bill on reasonable basis either on past or future consumption besides waiver of surcharge and refund the cost of meter. Further, the payment of interest on ACD was also not paid. He requested the Forum to redress hiscomplaint.

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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. Complainant and representative of respondent SDO were present. SDO did not submit any reply and even the representative deputed was not aware about the case, which is viewed seriously by the Forum. Forum directed respondent SDO to submit his reply along with Lab. testing report/LL1 of replaced meter and reason of delay about 2 years in replacement of meter within fifteen days and ensure his personal appearance on next date of hearing on 29.10.2020.

The proceedings were held on 29.10.2020 at Bhiwani. Complainant and respondent SDO were present. SDO did not submit any reply and requested for another date to submit reply. Forum directed respondent SDO to submit his reply along with Lab. testing report/LL1 of replaced meter and reason of delay about 2 years in replacement of meter/interest on ACD payment detail within fifteen days.

The proceedings were held on 25.11.2020 at Bhiwani. Complainant and representative of respondent SDO were present. SDO did not submit any reply and requested for another date to submit reply. Forum took seriously the casual approach in dealing with the complaints of consumers and directed respondent SDO to submit his reply along with Lab. testing report/LL1 of replaced meter and reason of delay about 2 years in replacement of meter/interest on ACD payment detail and consumption data of last one year in respect of old meter and up-to-date in respect of new meter within fifteen days failing which punitive action shall be recommended to the competent authority.

The proceedings were held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted his reply vide 8494 dated 31.12.2020vide which he placed on record copy of unsigned MCO,consumption data and electricity bills for the M/O 7&11/2020 instead of desired Data/documents/information.Forum took seriously the casual approach in dealing with the complaints of consumers and directed respondent SDO to submit hisdetailedreply

along desired Data/documents/information within fifteen days failing which punitive action shall be recommended to the competent authority.

The proceedings were held on 29.1.2021 at Bhiwani. Complainant and respondent SDO were present. SDO submitted his reply vide 8799 dated 28.01.2021 vide which he placed on record joint checking report of SDO M&T Lab., Ch. Dadri bearing no. 277 dated 16.01.2020. As per report, FR reading of meter has been shown but not visible. Forum directed respondent SDO to pursue with SDO M&T personally to get fair copy of report as well as retrieve consumption data for the period as max. as possible and overhaul the account of the complainant accordingly within seven days. To come up for hearing on 17.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

Case No. DH/CGRF-	3164/2020
Date of Institution:	08.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts

In the matter of complaint of Sh. Krishan Kumar Makrania, Kanin 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. Krishan Kumar Makrania, Kanin Road, Ch. Dadrigot an electricity connection bearing account no. 2447470000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear thecomplaint.

Complainant filed the present complaint stating therein that his unit was situated outside the Municipal limit of Ch. Dadri and as such, MC tax was not livable. Buttherespondent Nigam is charging the same since the date of connection. 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6299 dated 26.09.2020 stating therein that M.Tax amounting to Rs.613942/- for the period July, 2015 to 6/2020 has been refunded to the complainant in the month of 9/2020. If there is any remaining amount on this account, the same would also be refunded. Complainant was not satisfied with the reply of the respondent SDO since M.tax before July, 2015 was yet to be refunded. Forum directed respondent SDO to submit a detailed reply regarding refund of the remaining M.tax prior to July, 2015 also and apprise the Forum with reasons for non-refund of the same in first instance.

The proceedings were held on 28.09.2020 at Bhiwani. Representative of Complainant and respondent SDO were present. Respondent SDO requested for another date to submit reply. Complainant representative argued that M.tax still is being charged by respondent Nigam. Forum directed respondent SDO to submit a detailed reply.

The proceedings were held on 25.11.2020 at Bhiwani. Complainant and representative of respondent SDO were present. SDO did not submit any reply and requested for another date to submit reply. Forum took seriously the casual approach in dealing with the complaints of consumers and directed respondent SDO to submit his detailed reply after searching office record or obtaining the record from billing agency within fifteen days failing which punitive action shall be recommended to the competent authority.

Proceedings were held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit any reply and requested for another date to submit reply. Forum took seriously the casual approach in dealing with the complaints of consumers and directed respondent SDO to submit his detailed reply after searching office record or obtaining the record from billing agency within fifteen days failing which punitive action shall be recommended to the competent authority.

Proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo.no. 8806 dated 28.01.2021 stating therein that a sum of Rs.39112.40 as per 782247 units recorded as on June, 2015, M.Tax is calculated and the same will be credited to the complainant account after pre-audit of divisional accountant or IAP-17 and approval from Xen. Representative of complainant argued that respondent Nigam is still charging M.tax. Forum found the reply of respondent SDO not satisfactory and took seriously the casual approach in dealing with the complaints of consumers and directed respondent SDO to submit his detailed reply within fifteen days failing which punitive action shall be recommended to the competent authority. Now to come up on next date of hearing on 17.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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)</p>
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Case No. DH/CGRF-	3176/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020,29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Rajinder Singh S/o Sh. Sher Singh
Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani regarding release of new
AP connection.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn.No.I, DHBVN, Tosham.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Rajinder Singh S/o Sh. Sher Singh Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no. B14-914-109 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he had applied for a new tube well connection and had completed all the due formalities along with all the due payments. But, the respondent SDO has not released his connection whereas connection to his junior applicants have already been released. He approached Nigam authorities for the same but, all in vain. He has therefore 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings were held on 25.08.2020 through video conferencing at Bhiwani. The complainant and respondent SDO were present. SDO placed on record seniority list of applicants which was prepared on the basis of date & time of payment of motor cost made by the applicants online. As per seniority, complainant name appears at sr.no. 162 out of total 532 applications. Respondent SDO further stated that the complainant had completed all due formalities. Seniority list of 532 applicants had been sent to CE/Commercial and CE/MM, DHBVN through proper channel for procurement of motors of required BHP/load. As on date, 375 no. applicant wise motors out of 532 irrespective of seniority, have been received through Stores of DHBVN and almost all have been installed. He further stated that basis of selection of 375 no. applicants out of 532 was not known. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO to visit the office of C.E. (Commercial)/CE (MM) to find out the following and apprise the Forum through his Xen. within seven days.

1. Basis of procurement of motors, reasons for not following the seniority prepared on the basis of on-line deposition of motor cost and the criteria adopted for earmarking the motors to different applicants by leaving some of the applicants in between
2. Timeline of procurement of motors of remaining applicants.

Forum further directs respondent SDO to initiate the execution process if motors are to be procured by the Nigam in 15 days so as to release the connection without further delay.

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season

of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued.

The proceedings held on 29.10.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 4993 dated 02.11.2020 stating therein that poles were erected at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected in upcoming 15 days as informed by the firm's representative. Xen. (OP) City Bhiwani was also present and assured accomplishment of the work by the mid of November, 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 25.11.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 6020 dated 25.11.2020 stating therein that line work completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected to be completed by mid of December 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. Spl-1 dated 31.12.2020 stating therein that line work completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected by January 2021. The representative of the complainant argued that transformer as installed is of lesser capacity than as per estimate, As such differential cost of the transformer should be refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor and get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 days.

Proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply, however, informed that work has been completed but receipt of motor is pending. Complainant argued that differential cost of T/F has also not been refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor and get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 days. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



**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-	3178/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020,29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Er. Manoj Yadav	Member Technical

In the matter of complaint of Sh. Attar Singh S/o Sh. Dariya Singh
Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani regarding release of new
AP connection.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn.No.I, DHBVN, Tosham.

.....Respondents

Appearance:

For Complainant: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Attar Singh S/o Sh. Dariya Singh Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no. B14-418-173 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he had applied for a new tube well connection and had completed all the due formalities along with all the due payments. But, the respondent SDO has not released his connection whereas connection to his junior applicants have already been released. He approached Nigam authorities for the same but, all in vain. He has therefore 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings were held on 25.08.2020 through video conferencing at Bhiwani. The complainant and respondent SDO were present. SDO placed on record seniority list of applicants which was prepared on the basis of date & time of payment of motor cost made by the applicants online. As per seniority, complainant name appears at sr.no. 162 out of total 532 applications. Respondent SDO further stated that the complainant had completed all due formalities. Seniority list of 532 applicants had been sent to CE/Commercial and CE/MM, DHBVN through proper channel for procurement of motors of required BHP/load. As on date, 375 no. applicant wise motors out of 532 irrespective of seniority, have been received through Stores of DHBVN and almost all have been installed. He further stated that basis of selection of 375 no. applicants out of 532 was not known. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO to visit the office of C.E. (Commercial)/CE (MM) to find out the following and apprise the Forum through his Xen. within seven days.

1. Basis of procurement of motors, reasons for not following the seniority prepared on the basis of on-line deposition of motor cost and the criteria adopted for earmarking the motors to different applicants by leaving some of the applicants in between
2. Timeline of procurement of motors of remaining applicants.

Forum further directs respondent SDO to initiate the execution process if motors are to be procured by the Nigam in 15 days so as to release the connection without further delay.

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent

authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued.

The proceedings held on 29.10.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 4993 dated 02.11.2020 stating therein that line work was completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected in upcoming 15 days as informed by the firm's representative. Xen. (OP) City Bhiwani was also present and assured accomplishment of the work by the mid of November, 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 25.11.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 6020 dated 25.11.2020 stating therein that line work completed at complainant site. The work is being carried out by M/s Pace Power and remaining work was expected to be completed by mid of December 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

Proceedings held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. Spl-1 dated 31.12.2020 stating therein that line work completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected by January 2021. The representative of the complainant argued that transformer as installed is of lesser capacity than as per estimate, As such differential cost of the transformer should be refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor and get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 days.

Proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply, however, informed that work has been completed but receipt of motor is pending. Complainant argued that differential cost of T/F has also not been refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor and get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 days. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3179/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Jagdish S/o Sh. Hawa Singh Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani regarding release of new AP connection.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn.No.I, DHBVN, Tosham.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Jagdish S/o Sh. Hawa Singh Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no. B14-214-101 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he had applied for a new tube well connection and had completed all the due formalities along with all the due payments. But, the respondent SDO has not released his connection whereas connection to his junior applicants have already been released. He approached Nigam authorities for the same but, all in vain. He has therefore 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings were held on 25.08.2020 through video conferencing at Bhiwani. The complainant and respondent SDO were present. SDO placed on record seniority list of applicants which was prepared on the basis of date & time of payment of motor cost made by the applicants online. As per seniority, complainant name appears at sr.no. 162 out of total 532 applications. Respondent SDO further stated that the complainant had completed all due formalities. Seniority list of 532 applicants had been sent to CE/Commercial and CE/MM, DHBVN through proper channel for procurement of motors of required BHP/load. As on date, 375 no. applicant wise motors out of 532 irrespective of seniority, have been received through Stores of DHBVN and almost all have been installed. He further stated that basis of selection of 375 no. applicants out of 532 was not known. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO to visit the office of C.E. (Commercial)/CE (MM) to find out the following and apprise the Forum through his Xen. within seven days:

1. Basis of procurement of motors, reasons for not following the seniority prepared on the basis of on-line deposition of motor cost and the criteria adopted for earmarking the motors to different applicants by leaving some of the applicants in between
2. Timeline of procurement of motors of remaining applicants.

Forum further directs respondent SDO to initiate the execution process if motors are to be procured by the Nigam in 15 days so as to release the connection without further delay.

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season

of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued.

The proceedings held on 29.10.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 4993 dated 02.11.2020 stating therein that lines works were completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected in upcoming 15 days as informed by the firm's representative. Xen. (OP) City Bhiwani was also present and assured accomplishment of the work by the mid of November, 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 25.11.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 6020 dated 25.11.2020 stating therein that Poles were erected at complainant site and Motor is received. The work is being carried out by M/s Pace Power and remaining work was expected to be completed within 2 weeks' time. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. Spl-1 dated 30.12.2020 stating therein that poles stand erected at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected by January 2021. Forum directed respondent SDO/Xen. to pursue with the firm and get the work completed within 15 Days.

Proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply, however, informed that work has been completed except installation of T/F. Motor is received. Complainant argued that differential cost of T/F has also not been refunded. Forum directed respondent SDO/Xen. to pursue with the firm for installation of T/F and release the connection within 7 Days and also ensure the refund of differential cost of transformer after due verification within 10 days. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3180/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Rohtash S/o Sh. Jawahra Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani regarding release of new AP connection.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn.No.I, DHBVN, Tosham.

.....Respondents

Appearance:-

For Complainant: Representative .

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Rohtash S/o Sh. Jawahra Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no. B14-118-27 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he had applied for a new tube well connection and had completed all the due formalities along with all the due payments. But, the respondent SDO has not released his connection whereas connection to his junior applicants have already been released. He approached Nigam authorities for the same but, all in vain. He has therefore 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings were held on 25.08.2020 through video conferencing at Bhiwani. The complainant and respondent SDO were present. SDO placed on record seniority list of applicants which was prepared on the basis of date & time of payment of motor cost made by the applicants online. As per seniority, complainant name appears at sr.no. 162 out of total 532 applications. Respondent SDO further stated that the complainant had completed all due formalities. Seniority list of 532 applicants had been sent to CE/Commercial and CE/MM, DHBVN through proper channel for procurement of motors of required BHP/load. As on date, 375 no. applicant wise motors out of 532 irrespective of seniority, have been received through Stores of DHBVN and almost all have been installed. He further stated that basis of selection of 375 no. applicants out of 532 was not known. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO to visit the office of C.E. (Commercial)/CE (MM) to find out the following and apprise the Forum through his Xen. within seven days:

1. Basis of procurement of motors, reasons for not following the seniority prepared on the basis of on-line deposition of motor cost and the criteria adopted for earmarking the motors to different applicants by leaving some of the applicants in between
2. Timeline of procurement of motors of remaining applicants.

Forum further directs respondent SDO to initiate the execution process if motors are to be procured by the Nigam in 15 days so as to release the connection without further delay.

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season

of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued.

The proceedings held on 29.10.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 4993 dated 02.11.2020 stating therein that poles were erected at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected in upcoming 15 days as informed by the firm's representative. Xen. (OP) City Bhiwani was also present and assured accomplishment of the work by the mid of November, 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 25.11.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 6020 dated 25.11.2020 stating therein that line work completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected to be completed by mid of December 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. Spl-1 dated 31.12.2020 stating therein that line work completed at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected by January 2021. The representative of the complainant argued that transformer as installed is of lesser capacity than as per estimate. As such differential cost of the transformer should be refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor and get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 days.

Proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply, however, informed that work has been completed but receipt of motor is pending. Complainant argued that differential cost of T/F has also not been refunded. Forum directed respondent SDO/Xen. to pursue with competent authority for arranging the Motor and to get the work completed within 15 Days and also ensure the refund of differential cost of transformer after due verification within 10 days. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3182/2020
Date of Institution:	17.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Kuldeep S/o Sh. Om Parkash Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani regarding release of new AP connection.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn.No.I, DHBVN, Tosham.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Kuldeep S/o Sh. Om Parkash Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no. B14-714-05 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he had applied for a new tube well connection and had completed all the due formalities along with all the due payments. But, the respondent SDO has not released his connection whereas connection to his junior applicants have already been released. He approached Nigam authorities for the same but, all in vain. He has therefore 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings were held on 25.08.2020 through video conferencing at Bhiwani. The complainant and respondent SDO were present. SDO placed on record seniority list of applicants which was prepared on the basis of date & time of payment of motor cost made by the applicants online. As per seniority, complainant name appears at sr.no. 162 out of total 532 applications. Respondent SDO further stated that the complainant had completed all due formalities. Seniority list of 532 applicants had been sent to CE/Commercial and CE/MM, DHBVN through proper channel for procurement of motors of required BHP/load. As on date, 375 no. applicant wise motors out of 532 irrespective of seniority, have been received through Stores of DHBVN and almost all have been installed. He further stated that basis of selection of 375 no. applicants out of 532 was not known. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO to visit the office of C.E. (Commercial)/CE (MM) to find out the following and apprise the Forum through his Xen. within seven days:

1. Basis of procurement of motors, reasons for not following the seniority prepared on the basis of on-line deposition of motor cost and the criteria adopted for earmarking the motors to different applicants by leaving some of the applicants in between
2. Timeline of procurement of motors of remaining applicants.

Forum further directed respondent SDO to initiate the execution process if motors are to be procured by the Nigam in 15 days so as to release the connection without further delay.

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has

already been issued.

The proceedings held on 29.10.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 4993 dated 02.11.2020 stating therein that poles were erected at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected in upcoming 15 days as informed by the firm's representative. Xen. (OP) City Bhiwani was also present and assured accomplishment of the work by the mid of November, 2020. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 25.11.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. 6020 dated 25.11.2020 stating therein that Poles were erected at complainant site and Motor is received. The work is being carried out by M/s Pace Power and remaining work was expected to be completed within 2 weeks' time. Forum directed respondent SDO/Xen. to get the work completed as assured during hearing.

The proceedings held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO replied vide memo.no. Spl-1 dated 30.12.2020 stating therein that poles were erected at complainant site. The work is being carried out by M/s Pace Power and remaining work is expected by January 2021. Forum directed respondent SDO/Xen. to pursue with the firm and get the work completed within 15 Days.

Proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO did not submit reply, however, informed that work has been completed except installation of T/F. Motor is received. Complainant argued that differential cost of T/F has also not been refunded. Forum directed respondent SDO/Xen. to pursue with the firm for installation of T/F and release the connection within 7 Days and also ensure the refund of differential cost of transformer after due verification within 10 days. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3158/2020
Date of Institution:	03.09.2020
Date of Hearing:	28.09.2020, 29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Daya Pal S/o Sh. Bakshu Ram Prop.
M/s Shiv Trading Co., Village Baliyali Tehsil Bawanikhera Distt. Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) No.2 S/Divn., DHBVN, Tosham.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Sh. Daya Pal S/o Sh. Bakshu Ram Prop. M/s Shiv Trading Co., Village Baliyali Tehsil Bawanikhera Distt. Bhiwani has been consumer of DHBVN bearing account no. BN41-0019 under SDO (OP) No.2S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he has taken the LT connection during April, 2019. The firm remained under construction till Feb., 2020 and thereafter remained closed due to Covid-19 epidemic. During July, 2020, Nigam checked his premises and disconnected his connection and a notice for remission of Rs.1039646/- was issued vide memo.no. 739 dated 18.08.2020 showing meter found defective and amount charged on provisional basis, which was wrong. 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 28.09.2020 at Bhiwani for hearing of the case.

The proceedings held on 28.09.2020 at Bhiwani. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. Spl.1 dated 28.09.2020 stating therein that the connection was released on 8.4.2019 but due to error, bill not started and it is observed that it was mistake of complainant that he never visited in the office to lodge the no-bill complaint. On sudden checking by the undersigned on dated 27.07.2020, he found that supply of house was running from industrial meter and meter was not working. Therefore, meter got removed and sent to M&T Lab., Hisar. As per Lab. report, only (4x20MF) units were shown consumed whereas in the load survey report, this was shown for the slot of half hour (10 PM to 10.30 PM) on dated 19.04.2019 and further load was showing in various slots. So, the correspondence was made with M&T Lab. to review the matter as total consumption for the period 8.1.2019 to 27.07.2020 was not justified. As such, the amount of Rs.1039646/- was charged as per sales circular no. 14/2017 on dead stop meter and reading not available by taking 80% load for fixed charges. Forum directed respondent SDO to obtain M&T Lab. revised report to approach meter supplier firm to retrieve the consumption data from the date of connection to date and apprise the Forum with detailed reason for not taking reading/supervising the connection since April, 2019. Now to come on next date of hearing on 29.10.2020. Complainant was also directed to deposit at least 40% of the disputed amount before the case is discussed again on the next date of hearing on 29.10.2020.

The proceedings held on 29.10.2020 at Bhiwani. Complainant and respondent SDO were present. SDO did not submit reply, however, he informed that the complainant has not deposited 40% of disputed amount in compliance of Forum direction. Forum gave last opportunity to the complainant to deposit at least 40% of the disputed amount within 20 days failing which the case will be decided accordingly.

The proceedings held on 25.11.2020 at Bhiwani. Complainant and representative of respondent SDO were present. SDO did not submit reply, however, the complainant told that he had deposited Rs.412858/- i.e. 40% of the disputed amount and Rs.3000/- plus Rs.3050/- in lieu of RCO fee and meter cost respectively vide BA-16 no. 538/20,

no.42/001256 & no.44/001256 respectively and placed on record copy of the same. Forum directed respondent SDO to submit detailed reply as per earlier directions within fifteen days.

The proceedings held on 31.12.2020 at Bhiwani. Complainant and representative of respondent SDO were present. SDO submitted his reply stating therein that complainant never approached in-person nor even telephonically informed him that his bill was not received since the date of his connection. He also stated that neither the Billing/reading agency nor the concerned area incharge (JE) apprised the matter. Consumer clerk also did not send any advice in this regard. Load survey data of meter placed on record. The representative of the complainant denied the facts. Forum directed respondent SDO and the complainant to appear before the forum on next date of hearing along with complete details for arguments.

The proceedings held on 29.01.2021 at Bhiwani. Complainant and representative of respondent SDO were present. During arguments, complainant informed that since the date of connection, his mill had not been running due to financial crunch and COVID-19. Forum directed complainant to produce documentary evidence in support of his claim. Now to come on the next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
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 got 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 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 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. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



**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:cgref@dhbvn.org.in)

Case No. DH/CGRF-	3218/2020
Date of Institution:	09.10.2020
Date of Hearing:	29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Pawan Kumar S/o Sh. Sher Singh, Near
Petrol Pump, Delhi 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: Representative of respondent SDO

INTERIM ORDER

Sh. Pawan Kumar S/o Sh. Sher Singh, Near Petrol Pump, Delhi Road, Ch. Dadri got an electricity connection bearing account no. 9720180000 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 the interest on ACD has also not been given since the date of connection to date. 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 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.69510/- and interest on ACD for the FY 2017-2020 has been prepared vide no. 117/153 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approach towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar- 125 005</p> <p>Telephone No. 01662-223081</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM</p> <p>(website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)</p>
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Case No. DH/CGRF-	3219/2020
Date of Institution:	09.10.2020
Date of Hearing:	29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Om Parkash, 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. Om Parkash, Near Delhi Bye pass, Ch. Dadri has got an electricity connection bearing account no. 7580591794 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 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. First 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.65548/- and interest on ACD for the FY 2019-2020 has been prepared vide no. 118/153 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approach towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)

(NARESH K. MEHTA)

(SANJEEV CHOPRA)

Member Technical

Member Accounts

Chairperson

	<p style="text-align: center;">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)</p>
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Case No. DH/CGRF-	3214/2020
Date of Institution:	09.10.2020
Date of Hearing:	29.10.2020, 25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Er. Manoj Yadav	Member Technical

In the matter of complaint of Sh. Raj Kumar S/o Sh Om Parkash, M/s O.P.
Cotton Mill, ChiriyaRoad, 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 S/o Sh Om Parkash, M/s O.P. Cotton Mill, Chiriya Road, Ch. Dadri has electricity connection bearing account no. 9361970000 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 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.4/C dated 29.10.2020 stating therein that a letter has been written to CBO for providing TOD benefit to the complainant vide memo.no. 4172-74 dated 1.10.2019 and followed vide memo.no. 6686-88 dated 28.10.2020. Telephonic contact was also made with CBO team. This office will also pursue personally with CBO till resolution of matter and complaint will be redressed as soon as possible. Respondent SDO is directed to follow up the matter with CBO as assured to get resolved the grievance within fifteen days.

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. 8128 dated 24.11.2020 stating therein that Rs.252573/- and Rs.109094/- on account of benefit of TOD/TUD for the FY 2017-18 & 2018-19 have been calculated the same will be credited to complainant account after obtaining due approval from divisional office. So far as the said benefit for FY 2019-20 is concerned, the same is available only to the consumers having smart meter/smart grid as per sales circular D-32 of 2019. During hearing, Forum telephonically gathered from Xen./SDO(M&P) that the meters installed at complainant premises is AMR enabled. Respondent SDO is directed to allow TOD/TUD benefits to the complainant for FY 2019-20 also after due verification at site and credit to complainant account within fifteen days.

Proceedings were held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo.no. 8499 dated 31.12.2020 stating therein that case of the complainant has been sent to Divisional office for approval on 3.12.2020. As and when approval is received, amount will be credited in complainant's account. Forum viewed seriously the casual approach of the respondent SDO and directed respondent SDO to pursue the matter personally and get ensure to refund the due benefit within 15 days. Now to come up 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. 8802 dated 28.01.2021 stating that TOD/TOU benefits for the period 17/2018 and 2018-2019 has been prepared vide SC&AR No.137/153 and sent to CBO for crediting into the

complainant's account and the same would be reflected in the next bill. During hearing, respondent SDO informed that TOD/TOU benefit for FY 2019-20 was not prepared as the same was applicable to smart meter consumers only. Forum viewed it very seriously the casual approach of the respondent SDO for non compliance of earlier direction of the Forum and directed to pursue the matter personally with CBO and ensure to refund the due benefit within 15 days. Now to come up on next date of hearing on 17.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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)</p>
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Case No. DH/CGRF-	3235/2020
Date of Institution:	14.10.2020
Date of Hearing:	29.10.2020,25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Sanjay S/o Sh. Gajender, M/s Shree Balaji Oil Mill, Chiriya 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. Sanjay S/o Sh.Gajender, M/s Shree Balaji Oil Mill, Chiriya Road, Ch. Dadri has an electricity connection bearing account no. 1422970000 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 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 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.5/C dated 29.10.2020 stating therein that a letter has been written to CBO for providing TOD benefit to the complainant vide memo.no. 4172-74 dated 1.10.2019 and followed vide memo.no. 6686-88 dated 28.10.2020. Telephonic contact was also made with CBO team. This office will also pursue personally with CBO till resolution of matter and complaint will be redressed as soon as possible. Respondent SDO is directed to follow up the matter with CBO as assured to get resolved the grievance within fifteen days.

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. 8130 dated 24.11.2020 stating therein that Rs.378786/- and Rs.159306/- on account of benefit of TOD/TUD for the FY 2017-18 & 2018-19 have been calculated the same will be credited to complainant account after obtaining due approval from divisional office. So far as the said benefit for FY 2019-20 is concerned, the same is available only to the consumers having smart meter/smart grid as per sales circular D-32 of 2019. During hearing, Forum telephonically gathered from Xen./SDO(M&P) that the meters installed at complainant premises is AMR enabled. Respondent SDO is directed to allow TOD/TUD benefits to the complainant for FY 2019-20 also after due verification at site and credit to complainant account within fifteen days.

Proceedings were held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo.no. 8500 dated 31.12.2020 stating therein that case of the complainant has been sent to Divisional office for approval on 3.12.2020. As and when approval is received, amount will be credited in complainant's account. Forum viewed seriously the casual approach of the respondent SDO and directed respondent SDO to pursue the matter personally and get ensure to refund the due benefit within 15 days.


Proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo.no. 8801 dated 28.01.2021 stating that TOD/TOU benefits for the period 17/2018 and 2018-2019 has been prepared vide SC&AR No.136/153 and sent to CBO for crediting into complainant account and the same will be reflected in the next bill. But during hearing, respondent SDO informed that TOD/TOU benefit for FY 2019-20 has not been prepared as the same

was applicable to smart meter consumers only. Forum viewed seriously the casual approach of the respondent SDO for non compliance of earlier direction of the Forum and directed to persuethe matter personally with CBO and ensure to refund the due benefit within 15 days. Now to come up on next date of hearing on 17.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3213/2020
Date of Institution:	09.10.2020
Date of Hearing:	29.10.2020,25.11.2020, 31.12.2020 & 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Sunil Kumar, M/s O.P. Cotton & Oil Mill,
Chiriya 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. Sunil Kumar, M/s O.P. Cotton & Oil Mill, Chiriya Road, Ch. Dadri got an electricity connection bearing account no. 6030180000 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. His electricity bill has been issued on average basis without taking reading since 17.7.2019. Interest on ACD was also not been given. In spite of repeated requests, 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 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.8/C dated 29.10.2020 stating therein that a letter has been written to CBO for providing TOD benefit to the complainant vide memo.no. 4172-74 dated 1.10.2019 and followed vide memo.no. 6686-88 dated 28.10.2020. Telephonic contact was also made with CBO team. This office will also pursue personally with CBO till resolution of matter and complaint will be redressed as soon as possible. Complainant's meter was changed during July, 2019 but MCO not updated in the system. Now, revised bill on actual consumption basis has been issued by adjusting the bills already paid by the complainant. Complainant has also paid the rectified bill amount. Rs.6750/- against security deposit and Rs.30471.49 in lieu of interest on ACD has also been credited to complainant account. Copy of bill and sundry placed on record. Respondent SDO is directed to follow up the matter with CBO as assured to get resolved the grievance with regard to rebate on TOD consumption within fifteen days.

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. 8121 dated 24.11.2020 stating therein that Rs.240033/- and Rs.125442/- on account of benefit of TOD/TUD for the FY 2017-18 & 2018-19 have been calculated the same will be credited to complainant account after obtaining due approval from divisional office. So far as the said benefit for FY 2019-20 is concerned, the same is available only to the consumers having smart meter/smart grid as per sales circular D-32 of 2019. During hearing, Forum telephonically gathered from Xen./SDO(M&P) that the meters installed at complainant premises is AMR enabled. Respondent SDO is directed to allow TOD/TUD benefits to the complainant for FY 2019-20 also after due verification at site and credit to complainant account within fifteen days.

Proceedings were held on 31.12.2020 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo.no. 8498 dated 31.12.2020 stating therein that case of the complainant has been sent to Divisional office for approval on 3.12.2020. As and when approval is received, amount will be credited in complainant's account. Forum viewed seriously the casual approach of the respondent SDO and directed respondent SDO to pursue the matter personally

and get ensure to refund the due benefit within 15 days.

Proceedings were held on 29.01.2021 at Bhiwani. Representative of complainant and respondent SDO were present. SDO submitted reply vide memo.no. 8800 dated 28.01.2021 stating that TOD/TOU benefits for the period 17/2018 and 2018-2019 have been prepared vide SC&AR No.135/153 and sent to CBO for crediting the complainant account and the same will be reflected in the next bill. During hearing, respondent SDO informed that TOD/TOU benefit for FY 2019-20 has not been prepared as the same was applicable to smart meter consumers only. Forum viewed seriously the casual approach of the respondent SDO for non compliance of earlier direction of the Forum and directed to persue the matter personally with CBO and ensure to refund the due benefit within 15 days.Now to come up on next date of hearing on 17.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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

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

Present:

Er. Sanjeev Chopra	Chairperson
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. Now to come on next date of hearing on 17.02.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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)</p>
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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

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

Present:

Er. Sanjeev Chopra	Chairperson
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 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. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3294/2020
Date of Institution:	19.11.2020
Date of Hearing:	31.12.2020, 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Er. Manoj Yadav	Member Technical

In the matter of complaint of Smt. Vidya Devi W/o Sh. ShambhooDayal, Badi WanaGate, 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 Respondent: Respondent SDO

INTERIM ORDER

Smt. Vidya Devi W/o Sh. ShambhooDayal, Badi Wana Gate, Ch. Dadri got an electricity connection bearing account no. 6441380000 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 her 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. She 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 31.12.2020 at Bhiwani for hearing of the case.

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 is still awaited. Forum directed respondent SDO to follow up the matter with CBO personally get necessary approval within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3295/2020
Date of Institution:	19.11.2020
Date of Hearing:	31.12.2020, 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. ShambhooDayal, Badi Wana Gate, 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 Respondent: Respondent SDO

INTERIM ORDER

Sh. ShambhooDayal, Badi Wana Gate, Ch. Dadri got an electricity connection bearing account no. 2466570000 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 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. 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 case has been approved by CBO and arrear will be reflected in the next bill. Representative of complainant argued that the arrear as shown is not upto date and current month subsidy is not given in the current bill. Forum viewed seriously the casual approval towards redressal of complaint and directed respondent SDO to get updated the amount of power subsidy and interest on ACD in the system and also pursue with R-APDRP regarding release of subsidy from current month onwards, within ten days. Now to come on next date of hearing on 17.02.2021 at Ch.Dadri.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3293/2020
Date of Institution:	19.11.2020
Date of Hearing:	31.12.2020& 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Dimagh Chand Goel S/o Sh Gori Shankar,
Siwani Mandi Distt. Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative.

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Sh. Dimagh Chand Goel S/o Sh Gori Shankar, Siwani Mandi Distt. Bhiwani got an electricity connection bearing account no. B-21-SI310083 (new A/c No.8726351000) under SDO (OP) S/Divn., DHBVN, Siwani Mandi, 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, 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 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 31.12.2020 at Bhiwani for hearing of the case.


The proceedings were held on 31.12.2020 at Bhiwani. Representative of both complainant and respondent SDO were present. SDO submitted reply vide no. 2252 dated 28.12.2020 stating therein that subsidy as per sales circular no. D7/2019 updated in complainant account and subsidy started. So far as interest on ACD is concerned, the same for FY 2018-19 has already been given. But, for FY 2019-20, the matter has been taken up with R-APDRP wing and it will also be paid shortly. Forum directed respondent SDO to ensure subsidy is given from 11/2018 onwards and detail of interest on ACD, already given/to be given be submitted to the complainant with a copy to the Forum.

The proceedings were held on 29.01.2021 at Bhiwani. Representative of both complainant and respondent SDO were present. SDO did not submit reply however informed that case was still pending with CBO/R-APDRP. He placed on record detail of sundry on account of arrear of subsidy. Forum directed respondent SDO to ensure subsidy is given from 11/2018 onwards and detail of interest on ACD, already given/to be given be submitted to the complainant with a copy to the Forum. Now to come on next date of hearing on dated 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3301/2020
Date of Institution:	19.11.2020
Date of Hearing:	31.12.2020& 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Surender C/o M/s Kiran Saw Mill, Loharu Road, Siwani Mandi Distt. Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative.

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Sh. Surender C/o M/s Kiran Saw Mill, Loharu Road, Siwani Mandi Distt. Bhiwani got an electricity connection bearing account no. B-21-SI310056 under SDO (OP) S/Divn., DHBVN, Siwani Mandi, 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, 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 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 31.12.2020 at Bhiwani for hearing of the case.

The proceedings were held on 31.12.2020 at Bhiwani. Representative of both complainant and respondent SDO were present. SDO submitted reply vide no. 2254 dated 28.12.2020 stating therein that billing data of Siwani S/Divn. was migrated from HARTRON to R-APDRP system but this connection was not migrated due to some technical reason. Now the same is in process. So far as interest on ACD is concerned, the same for FY 2018-19 has already been given. But, for FY 2019-20, the matter has been taken up with R-APDRP wing and it will also be paid shortly. Forum directed respondent SDO to ensure subsidy is given for the period applicable and detail of interest on ACD, already given/to be given be submitted to the complainant with a copy to the Forum.

The proceedings were held on 29.01.2021 at Bhiwani. Representative of both complainant and respondent SDO were present. SDO did not submit reply however informed that case was still pending with CBO/R-APDRP. He placed on record detail of sundry on account of arrear of subsidy. Forum directed respondent SDO to ensure subsidy is given from 11/2018 onwards and detail of interest on ACD, already given/to be given be submitted to the complainant with a copy to the Forum. Now to come on next date of hearing on dated 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3330/2020
Date of Institution:	14.12.2020
Date of Hearing:	31.12.2020& 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Smt. Chander Kala W/o Sh. Bajrang Lal, Shop No.111, Hansi Gate, Ram Kunj, Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Smt. Chander Kala W/o Sh. Bajrang Lal, Shop No.111, Hansi Gate, Ram Kunj, Bhiwani has been consumer of DHBVN bearing account no. 1982870000 under SDO (OP) S/U No.IS/Divn., DHBVN, Bhiwani, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that bill issued for the month of 9/2020 for Rs.20469/- is abnormally high and wrong. On verbal enquiry, it was informed by respondent Nigam that the bill is on higher side due to late posting of MCO in the system. She 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 31.12.2020 at Bhiwani for hearing of the case.


The proceedings were held on 31.12.2020 at Bhiwani. Complainant and respondent SDO were present. SDO submitted reply vide no. 4677 dated 22.12.2020 stating therein that bill issued in the month of 9/2020 was without average adjustment of defective period. Now, the adjustment of Rs.6417/- has been made and case sent to CBO for approval vide case ID No.2454029848 and is pending as yet. Forum directed respondent SDO to follow up the matter with CBO personally and get delivered rectified bill to the complainant within 10 days.

The proceedings were held on 29.01.2021 at Bhiwani. Complainant and representative of respondent SDO were present. SDO did not submit reply however informed that case sent to CBO which was pending as yet. Forum directed respondent SDO to depute representative to CBO and get delivered rectified bill to the complainant within 10 days. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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)</p>
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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

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

Present:

Er. Sanjeev Chopra	Chairperson
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.Dadrihas 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. Now to come on next date of hearing on 17.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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)</p>
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Case No. DH/CGRF-	3323/2020
Date of Institution:	08.12.2020
Date of Hearing:	31.12.2020& 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Vinod Kumar GuptaS/o Sh. Ram Gopal, Gopal Floor Mill,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. CT-31/0063 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 in the year 2012 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. 8496 dated 31.12.2020 stating therein that the complainant has not represented this office. He also stated that the account of the complainant was not shown in the system as well as in the master data as provided to the RAPDRP Hisar. As such requested to ask the complainant to provide the copy of any old bill, receipt of security as deposited by him etc. Forum directed complainant to visit the respondent office along with all relevant documentary evidences and also to complete due formalities for refund of his security amount within weeks time and respondent SDO to submit his detailed reply accordingly.

The proceedings were held on 29.01.2021 at Bhiwani. The representative of Complainant and respondent SDO were present. SDO submitted reply vide no. 8804 dated 28.01.2021 stating therein that the complainant has not visited his office. The complainant was directed to visit the respondent office with requisite documents and complete due formalities for refund of his security amount within weeks time and respondent SDO will take requisite action and submit reply accordingly. Now to come on next date of hearing on 17.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3325/2020
Date of Institution:	14.12.2020
Date of Hearing:	31.12.2020& 29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Smt. Neeru Rani W/o Sh. Pawan Kumar,Loharu
Road, Bhiwani regarding refund of Municipal Tax

.....Complainant/Petitioner

V/s

XEN (OP) CityDivn. DHBVN, Bhiwani.
SDO (OP) Sub UrbanS/Divn. No. 2, DHBVN, Bhiwani

.....Respondents

Appearance:-

For Complainant: Representative.

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Smt. Neeru Rani W/o Sh. Pawan Kumar, Loharu Road, Bhiwani. has been consumer of DHBVN bearing account no3045480000 under SDO (OP) sub urban no.2S/Divn., DHBVN, Bhiwani. hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit is situated outside the municipal Limit of Bhiwani but respondent Nigam was still charging M.Tax from me. 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. 953 dated 30.12.2020 stating therein that his office has made communication with Municipal Committee for verification of her unit. Report is pending as yet. As such requested for another date to submit his reply. Forum directed respondent SDO to pursue with authority concerned by deputing officials and submit his detailed reply accordingly. Now to come on next date of hearing on 29.01.2021.

The proceedings were held on 29.01.2021 at Bhiwani. The representative of both complainant and respondent SDO were present. SDO submitted reply vide no. 363 dated 28.01.2021 stating therein that BR for credit of Rs.166348/- in lieu of M.Tax as prepared vide SC&AR No. 240/85 dated 27.01.2021 has been sent to CBO and was pending. Representative of respondent SDO failed to provide copy of sundry detail. Forum directed respondent SDO to appear before the Forum personally along with all relevant details and pursue with CBO for getting credited the said amount. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	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-	3356/2020
Date of Institution:	29.12.2020
Date of Hearing:	29.01.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Raj Kumar, Secretary-cum-EO, Market Committee, Near Anaj Mandi, Jui Distt. Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: None from respondent SDO

INTERIM ORDER

Sh. Raj Kumar, Secretary-cum-EO, Market Committee, Near Anaj Mandi, Jui Distt. Bhiwani has been consumer of DHBVN bearing account no. B23-KA21-3099 under SDO (OP) S/Divn., DHBVN, Jui, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that bill issued for the month of 11/2020 for Rs.412173/- is abnormally high and wrong. Reading shown in the bill for March, 2020 is 23642 and on 30.5.2020 is 62160, which is wrong. Meter was replaced on 3.9.2020 but as on date, meter has not been checked from the Lab. He approached respondent SDO for getting checked his meter and rectify bill, but no action has been taken. 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 29.01.2021 at Bhiwani for hearing of the case.

The proceedings were held on 29.01.2021 at Bhiwani. Complainant was present but none from respondent SDO was present. Forum directed respondent SDO to get the meter tested from Lab. and overhaul complainant's account accordingly as per reading retrieved and submit detailed reply along with consumption data of the complainant for last three years. Now to come on next date of hearing on 26.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson