	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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Case No. DH/CGRF-	3402/2021
Date of Institution:	22.01.2021
Date of Hearing:	26.2.2021, 31.03.2021, 29.06.2021, 29.07.2021

**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 Kaushik s/o Sh. Pardeep Kaushik near Fancy Chowk, Naya Bazar, Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

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

Complainant filed the present complaint stating that during Aug., 2020, reading of electric meter jumped and the same was got checked but he was not satisfied with the checking report because the consumption shown was extra ordinarily high. 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 26.02.2021 at Bhiwani for hearing of the case.

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

Proceedings were held on 31.03.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO submitted his reply vide No. nil dated nil stating that bill of the complainant was correct and also placed on record the lab. test report, load survey/temper data and consumption data of last 3 years. Complainant was not satisfied and he wanted to get his meter checked from the manufacturer firms. Forum also observed that the consumption between 1.07.2020 to 01.08.2020 was abnormally high, therefore allowed checking and directed the complainant to deposit Lab testing fee within seven days and respondent SDO to get checked the same in next 15 days by deputing representative and submit lab. test report/ analyses report. No coercive action be taken till disposal of the case .

Proceedings were held on 29.06.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO did not submit his reply. However he informed that meter of the complainant has been sent to manufacturer firms and report awaited as yet. Forum directed respondent SDO to get checked the same in next 15 days by deputing representative and submit lab. test report/ analyses report.

Proceedings were held on 29.07.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted his reply vide no. 7380 dated 29.07.2021 stating that meter testing report from the manufacturer firm was received and placed on record. As per report, the "R" phase input side terminal of meter was found in burnt condition so checking of accuracy in "R" phase was not possible. Accuracy tested in "Y" & "B" phase and found within permissible limit. Forum directed respondent SDO to refer the case to XEN/M&P Bhiwani for obtaining expert opinion specially w.r.t. the complaint of the complainant and submit the report of XEN/M&P Bhiwani along with Consumption data for last 3year of old meter & todate in respect of New meter well before the next date of hearing. Now to come on next date of hearing on 31.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

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

Case No. DH/CGRF-	3408/2021
Date of Institution:	01.02.2021
Date of Hearing:	26.2.2021 ,31.03.2021, 29.06.2021 & 29.07.2021

**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 Kishan Gupta, Kedar Nath Aggarwal Inst. of Management, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

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

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

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

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

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

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

Proceedings were held on 29.07.2021 at Bhiwani. The complainant and respondent SDO were present. SDO vide no. 408 dated 29.07.2021 stating that first bill in KVAH had been issued to the complainant in December 2015 as per sales circular No. D-13/2015 and again submitted consumption data since 01/2018 to date. Reply was not satisfactory and also not in consonance with the query of the Forum. Forum again directed respondent SDO/XEN to explain the reason for non issuing bill on actual reading basis since Jan., 2019 onward and submit consumption data of whole period showing billing period, new and old consumption in KVAH and KWH, difference and billed/paid amount etc. Now to come on next date of hearing on 31.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

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

Case No. DH/CGRF-	3468/2021
Date of Institution:	03.03.2021
Date of Hearing:	31.03.2021, 29.06.2021, 29.07.2021

**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. Rajender Kaushik S/O Sh. Fateh Chand Kaushik,
S-883, Kirti Nagar, Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Rajender Kaushik S/O Sh. Fateh Chand Kaushik, S-883 Kirti Nagar, Bhiwani has been consumer of DHBVN bearing account no.0642080000 under SDO (OP) sub urban no.1 S/Divn., DHBVN, Bhiwani. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that during March 2020, reading of electric meter jumped and the same was got checked but he was not satisfied with the checking report since the consumption shown was extra ordinarily high. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 31.03.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.03.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 6423 dated 31.03.2021 stating that bill of the complainant was correct. and also placed on record lab. test report, load survey/temper data and consumption data of last 3 years. Complainant was not satisfied and he wanted to get his meter checked from the manufacturer firm. Forum allowed and directed the complainant to deposit Lab testing fee within seven days and respondent SDO to get checked the same in next 15 days by deputing representative and submit lab. test report/ analyses report along with consumption data of last 3 years/analyses report of Lab/Test report of DHBVN lab. Respondent SDO was also directed to replace the existing meter immediately. No coercive action be taken till disposal of the case.


Proceedings were held on 29.06.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO did not submit his reply. However he informed that meter of the complainant has been sent to manufacturer firms and report awaited as yet. Forum directed respondent SDO to get checked the same in next 15 days by deputing representative and submit lab. test report/ analyses report.

Proceedings were held on 29.07.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted his reply vide no. 7381 dated 29.07.2021 stating that meter testing report from the manufacturer firm was received and placed on record. Forum directed respondent SDO to refer the case to XEN/M&P Bhiwani for obtaining expert opinion specially w.r.t. the complaint of the complainant and submit the report of XEN/M&P Bhiwani along with consumption data for the last 3 year of Old Meter & todate in respect of New Meter well before the next date of hearing. Now to come on next date of hearing on 31.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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Case No. DH/CGRF-	3454/2021
Date of Institution:	22.02.2021
Date of Hearing:	31.03.2021, 29.06.2021 & 29.07.2021

**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, 01, Uttam Nagar, Loharu Road, Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/U No.11 S/Divn., DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Sh. Pawan Kumar, 01, Uttam Nagar, Loharu Road, Bhiwani has been consumer of DHBVN bearing account no.9332959692 under SDO (OP) sub urban no.11 S/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 M.C. Limit of Bhiwani but respondent Nigam was charging M.tax since the date of connection. As such requested to get refund the same. 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 31.03.2021 at Bhiwani for hearing of the case.

The proceedings were held on 31.03.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply. Requested for another date to furnish his detailed reply. Forum directed to the respondent SDO to furnish his detailed reply without fail.


The proceedings were held on 29.06.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO submitted his reply vide no.2423 dated 28.06.2021 stating therein that BR for the credit of Rs.196911/- has been initiated by this office but the same was returned from CBO for providing copy of CGRF order. Reply not satisfactory. Forum directed to the respondent SDO to process the refund case as per prevailing instruction of the Nigam after due verification of the facts that complainants unit is situated outside the M.C. Limit of Bhiwani or not and furnish his detailed reply without fail within 10 days without fail.

The proceedings were held on 29.07.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply. Forum viewed seriously the casual approach of the respondent SDO and as last opportunity directed SDO to process the refund case as per prevailing instruction of the Nigam after due verification of the facts that complainants unit is situated outside the M.C. Limit of Bhiwani or not and furnish his detailed reply without fail within 10 days without fail. The next date of hearing is fixed on 31.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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Case No. DH/CGRF-	3539/2021
Date of Institution:	19.04.2021
Date of Hearing:	29.07.2021

**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. Vishnu Kumar Mittal S/o Sh. K.C. Mittal H. No. 1
Old Grain Market Near Post Office Charkhi Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Sh. Vishnu Kumar Mittal S/o Sh. K.C. Mittal H. No. 1 Old Grain Market Near Post Office Charkhi Dadri has been consumer of DHBVN bearing account no.5311380000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that a bill of Rs. 12252/- showing reading as 75546 units had been received in the month of October 2017 and thereafter in the month of August 2018 bill of Rs. 6500/- was received after 284 days showing consumed units as 53 units only. Later, he was asked to pay Rs.103600/- on 24.06.2019 which was abnormal & wrong. He approached to the office of respondent SDO for issuing the correct bill on the basis of actual reading many times but no action has been taken 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 29.07.2021 at Bhiwani for hearing of the case.


The proceedings were held on 29.07.2021 at Bhiwani. The complainant and respondent SDO were present. SDO did not submit his reply. Requested for another date to furnish his detailed reply. Forum directed to the respondent SDO to overhaul the account of the complainant since Oct 2017 onwards on the basis of actual reading and furnish his detailed reply without fail.

The next date of hearing is fixed on 31.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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Case No. DH/CGRF-	3540/2021
Date of Institution:	19.04.2021
Date of Hearing:	29.07.2021

**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. Vishnu Kumar Mittal S/o Sh. K.C. Mittal, Vishnu Filling Station Delhi Road Charkhi Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Sh. Vishnu Kumar Mittal S/o Sh. K.C. Mittal Vishnu Filling Station Delhi Road Charkhi Dadri has been consumer of DHBVN bearing account no.2500570000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that a bill of Rs. 2981/- showing reading as 86022 units had been received in the month of November 2017 and thereafter in the month of December 2017 bill of Rs. 4837/-. Later on, a revised bill of Rs. 127381/- was given in the month of June 2019 which was abnormally high and wrong. He approached to the office of respondent SDO for issuing the correct bill on the basis of actual reading many times but no action has been taken 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 29.07.2021 at Bhiwani for hearing of the case.

The proceedings were held on 29.07.2021 at Bhiwani. The complainant and respondent SDO were present. SDO did not submit his reply. Requested for another date to furnish his detailed reply. Forum directed to the respondent SDO to overhaul the account of the complainant since Oct 2017 onwards on the basis of actual reading and furnish his detailed reply without fail.

The next date of hearing is fixed on 31.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson