

	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-	3704/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

Sanjeev Kumar Chopra	Chairperson
Pradeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of M/s. BR Gwar Gum, Gaindawas, Siwani, Bhiwani,
regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/s. BR Gwar Gum, Gaindawas, Siwani, Bhiwani, has been consumer of DHBVN bearing account no. JKHT-0001 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit was situated in Rural area of Siwani. He has an electricity connection from Rural feeder. As per sales circular No. D-16/2011 PLEC charge are not levy-able. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1177 dated 28.08.2021 stating that the premises of complainant falls on NH-52 before Village Gaindawas. The supply of the consumer was running as per Urban pattern. 11 KV Jhumpa Feeder was bifurcated in 2018 and after 2018 this feeder was running up to the complainant premises but before 2018 also, the main G.O switch was installed after the complainant premises. The supply before 2018 also given as per urban pattern by opening of GO switch which was installed after the premises of complaint. Hence PLEC is chargeable as per Nigam Circular. Forum directed respondent SDO to investigate the facts as submitted by the complainant and submit the detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1445 dated 22.09.2021 stating that before bifurcation of 11 kV Jhumpa feeder in 2018, the premises of complainant used to run on urban mode only as the GO switch for disconnecting supply to villages was installed after his premises. After 2018, the feeder was bifurcated and since then the feeder itself is an urban feeder. Therefore, at no point of time the premises of the complainant was subjected to restricted supply of a rural feeder. Hence PLEC is chargeable as per Nigam Circular. Forum directed respondent SDO to find out if the meter installed at complainant's connection can be downloaded for the supply availability data of the period prior as well as after bifurcation of feeder in 2018. The Forum also directed the complainant to place on record the proof in support of his claim that he had been getting electricity as per rural schedule. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3706/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

Sanjeev Kumar Chopra	Chairperson
Pradeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Kuldeep R/o, Siwani, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Kuldeep R/o, Siwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. 8522359183 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit falls in D block and as per the Haryana Govt. Policy, he was eligible for the power subsidy of Rs. 2/Unit since 01/11/2018. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1175 dated 28.08.2021 stating that subsidy as per Sales Circular D-/2019 (all industrial C&D category blocks of the state) with a connected load of 20 KW or less has been updated in consumer account & will be reflected in his next bill. Forum directed respondent SDO to peruse the matter with CBO/RAPDRP office for getting refund of subsidy. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit any fresh reply but apprised that subsidy of Rs. 2/- has been updated in the system but the previous subsidy amount for refund through sundry has been prepared and being sent to CBO for approval. The Forum directed respondent SDO to peruse the matter with CBO/RAPDRP office for getting refund of subsidy. The Forum also directed the complainant to see if the subsidy from now onwards is getting reflected in the bills or not. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3707/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. Shubham Kedia, M/s Radhika Traders Siwani, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Subham Kedia, M/s Radhika Traders, Siwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. 6571451000 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit was installed after 2015 and as per Sales Regulations ED was not chargeable on electricity consumption. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1176 dated 28.08.2021 stating that as per Nigam Sales Circular D-20/2018 ED was exempted on new industrial unit but complainant/consumer did not clarify under which category his unit/industry fell. Reply not satisfactory. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1443 dated 22.09.2021 stating that the complainant has not yet submitted the proof of the category of his industry for claiming exemption of ED. But verbally apprised that the complainant has submitted proof of the category of his industry and that the complainant was eligible for exemption of ED. And hence, the case for refund of ED would be prepared in next 10 days and sent to CBO for effecting refund. The Forum directed respondent SDO to take up the matter personally with CBO for an early refund of the ED amount charged. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3709/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. Pawan Agarwal, M/s Tiku Ram Gum & Chemical
Siwani, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Pawan Agarwal, M/s Tiku Ram Gum & Chemical Siwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. 4280351000 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that they opted for TOD/TOU tariff applicable w.e.f 01.10.2017 to 31.03.2018 vide circular No. D-29/2017. They have no captive generation facility as well as open access facility. He also visited respondent SDO office but every time the officials said that it will be resolved soon but no action have been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit reply and requested for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1441 dated 22.09.2021 stating that TOU / TOD benefit for the years 2017-18 and 2018-19 has been calculated and adjusted in the complainant's account through sundry. Copy of detail has been provided to the complainant as well. Forum directed the complainant to check up the calculation and come out with his statement on the issue on the next date of hearing. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3710/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Smt. Reena, M/s Tarun Enterprises, Siwani, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Smt. Reena, M./s Tarun Enterprises, Siwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. 4402451000 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that her unit was situated outside the municipal limit of Siwani and therefore M. Tax was not leviable on her electricity consumption. She also visited respondent SDO office but every time the officials said that it will be resolved soon but no action has been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submit reply vide memo no. 1444 dated 22.09.2021 stating that it has been verified that the complainant's premises falls outside the MC limits and therefore the MC Tax charged was refundable. Also, that the refund amount has been calculated and adjusted and would be reflected in the next bill. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3711/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. Ravinder Kedia, M/s Jai Bharat Polymers, Siwani,
Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Ravinder Kediya, M/s Jai Bharat Polymers Siwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B21-JBHT-0001 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had opted for TOD/TOU tariff applicable for the year 2017-18, 2018-19 and 2019-20 respectively but the benefit of same was not given to him. He also visited respondent SDO office but every time the officials said that it will be resolved soon but no action have been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit reply but requested for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1439 dated 22.09.2021 stating that TOU / TOD benefit for the years 2017-18 and 2018-19 has been calculated and adjusted in the complainant's account through sundry. Copy of detail has been provided to the complainant as well. Forum directed the complainant to check up the calculation and come out with his statement on the issue on the next date of hearing. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3712/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. Ravinder Kedia, M/s Jai Bharat Gum & Chemicals,
Siwani, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Ravinder Kediya, M/s Jai Bharat Jai Bharat Gum & Chemicals Siwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B21-JBHT-0004 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had opted for TOD/TOU tariff applicable for the year 2017-18, 2018-19 and 2019-20 respectively but the benefit of same was not given to him. He also visited respondent SDO office but every time the officials said that it will be resolved soon but no action have been taken so far. He has requested the Forum to redress his complaint.

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


Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit reply and requested for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1440 dated 22.09.2021 stating that TOU / TOD benefit for the years 2017-18 and 2018-19 has been calculated and adjusted in the complainant's account through sundry. Copy of detail has been provided to the complainant as well. Forum directed the complainant to check up the calculation and come out with his statement on the issue on the next date of hearing. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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Case No. DH/CGRF-	3716/2021
Date of Institution:	27.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

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

Present:

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

In the matter of complaint of M/s Radhey Govind Enterprises Main Bazar Dighawa Mandi, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Dighawa.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/s Radhey Govind Enterprises Main Bazar Dighawa Mandi, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B24-DGHT-0002 under SDO (OP) S/Divn., DHBVN, Dighawa, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his industrial unit is situated in Dighawa (Bhiwani) and getting the supply from Rural feeder till 04.03.2019 (on 04.03.2019 their feeder changed to industrial feeder). As per the Nigam's instructions the PLEC are not leviable. He also visited respondent SDO office but no action has been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit reply and requested for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1968 dated 16.09.2021 stating that tan amount of Rs. 301764/- which had been charged from 09/2014 to 02/2019 against PLEC charges have been adjusted in complainant's account. The Forum asked the complainant to go through the calculation of amount so calculated and apprise the Forum on the next date of hearing. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3680/2021
Date of Institution:	26.07.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Manish Goyal C/o Shree Sita Ram Oil Mills Dighawa
Mandi, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Dighawa.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Manish Goyal C/o Shree Sita Ram Oil Mills Dighawa Mandi, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B24-DGHT-0003 under SDO (OP) S/Divn., DHBVN, Dighawa, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his industrial unit is situated in Dighawa (Bhiwani) and getting the supply from Rural feeder till 04.03.2019 (on 04.03.2019 their feeder changed to industrial feeder). As per the Nigam's instructions the PLEC are not leviable. He also visited respondent SDO office but no action has been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO has submitted his reply vide No. 1637 dated 23.08.2021 stating that the supply of said connection feeding through Industrial feeder w.e.f. 03.03.2019 from 132 KVA S/Stn. Dhigawa Jattan. Forum directed respondent SDO to furnish detailed reply specific on the complaint. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1969 dated 16.09.2021 stating that tan amount of Rs. 364362/- which had been charged from 09/2014 to 02/2019 against PLEC charges have been adjusted in complainant's account. The Forum asked the complainant to go through the calculation of amount so calculated and apprise the Forum on the next date of hearing. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3717/2021
Date of Institution:	27.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Smt. Seema M/s. Shiv Oil Mill Dhanger Road, Jui, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Smt. Seema M/s. Shiv Oil Mill Dhanger Road, Jui, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B23-KAHT-0001 under SDO (OP) S/Divn., DHBVN, Jui, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that she had opted for TOD/TOU tariff applicable for the year 2017-18, 2018-19 and 2019-20 respectively but the benefit of same was not given to her. She also visited respondent SDO office but no action has been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit his reply and requested for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1738 dated 30.09.2021 stating that TOU / TOD benefit for the years 2017-18 and 2018-19 has been calculated and sent to division office for approval and that it would be reflected in the next bill. Copy of detail has been provided to the complainant as well. Forum directed the complainant to check up the calculation and come out with his statement on the issue on the next date of hearing. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3718/2021
Date of Institution:	27.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of M/s. Sidhi Vinayak Enterprises Pokharwas, Jui, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/s. Sidhi Vinayak Enterprises Pokharwas, Jui, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B23-SSHT-0001 under SDO (OP) S/Divn., DHBVN, Jui, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had opted for TOD/TOU tariff applicable for the year 2017-18, 2018-19 and 2019-20 respectively but the benefit of same was not given to him. He also visited respondent SDO office but no action has been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit his reply and requested for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1739 dated 30.09.2021 stating that TOU / TOD benefit for the years 2017-18 and 2018-19 has been calculated and sent to division office for approval and that it would be reflected in the next bill. Copy of detail has been provided to the complainant as well. Forum directed the complainant to check up the calculation and come out with his statement on the issue on the next date of hearing. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3668/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Smt. Kiran, Uttam Nagar, Bhiwani, Distt. Bhiwani,
regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Respondent SDO

INTERIM ORDER

Smt. Kiran, Uttam Nagar, Bhiwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. 3242311000 under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that her industrial unit is outside the Municipal limit of Bhiwani and therefore MC Tax was not leviable on electricity unit. She also visited respondent SDO office but no action has been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

The proceedings were held on 31.08.2021 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 complainant's unit was situated outside the M.C. Limit of Bhiwani or not and furnish a detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.

The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply but told that he was personally taking up the matter with local municipal committee and was expecting a confirmation from there. Therefore, by the next date of hearing, he would be able to submit detailed reply. Forum told SDO that it was his last opportunity to defend the Nigam's case. The next date of hearing is fixed on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3669/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Smt. Kusum Rani, Uttam Nagar, Bhiwani, Distt.
Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Smt. Kusum Rani, Uttam Nagar, Bhiwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. 304548000 under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that her industrial unit is outside the Municipal limit of Bhiwani, MC Tax is not leviable on electricity unit. She also visited respondent SDO office but no action has been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

The proceedings were held on 31.08.2021 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 complainant's unit is situated outside the M.C. Limit of Bhiwani or not and furnish his detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.

The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply but told that he was personally taking up the matter with local municipal committee and was expecting a confirmation from there. Therefore, by the next date of hearing, he would be able to submit detailed reply. Forum told SDO that it was his last opportunity to defend the Nigam's case. The next date of hearing is fixed on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3672/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. Sushil Kumar Meham Road, Bhiwani, Distt.
Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Sushil Kumar Meham Road, Bhiwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B-12-CH31-0012-A under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit falls in C block and as per the Haryana Govt. Policy he is eligible for the power subsidy of Rs. 2/Unit since 01/11/2018. He also visited respondent SDO office many times but no action have been taken so far. He has requested the Forum to redress his complaint.

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

The proceedings were held on 31.08.2021 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 submit detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.

The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO submitted reply vide memo no. 18 dated 29.09.2021 stating as per the State Government Notification, the complainant's premises does not fall in category "C" or "D" of the block Bhiwani. And as such, the benefit of Rs. 2/- subsidy was not available. The Forum asked the complainant to prove his point by submitting the proof, if any. Next date of hearing is fixed on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3673/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. Naveen Kumar Uttam Nagar, Bhiwani, Distt.
Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Naveen Kumar, Uttam Nagar, Bhiwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B-12-MA41-0016 (MS-0152) clubbed in another account No. 933959692 during 2018 under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit situated outside the M.C. limit of Municipal Corporation of Bhiwani. As per the law M.C. Tax was not leviable on electricity units consumed. He also visited respondent SDO office many times but no action have been taken so far. He has requested the Forum to redress his complaint.

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

The proceedings were held on 31.08.2021 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 complainant's unit is situated outside the M.C. Limit of Bhiwani or not and furnish his detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.

The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply but told that he was personally taking up the matter with local municipal committee and was expecting a confirmation from there. Therefore, by the next date of hearing, he would be able to submit detailed reply. Forum told SDO that it was his last opportunity to defend the Nigam's case. The next date of hearing is fixed on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP KOHAN)
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-	3675/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. Suresh Kumar, Devsar, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Suresh Kumar, Devsar, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B-12-HL31-0047 under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit falls in C block and as per the Haryana Govt. Policy he is eligible for the power subsidy of Rs. 2/Unit since 01/11/2018. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

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

The proceedings were held on 31.08.2021 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 submit detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.

The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO submitted reply vide memo no. 16 dated 29.09.2021 stating as per the State Government Notification, the complainant's premises does not fall in category "C" or "D" of the block Bhiwani. And as such, the benefit of Rs. 2/- subsidy was not available. The Forum asked the complainant to prove his point by submitting the proof, if any. Next date of hearing is fixed on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3691/2021
Date of Institution:	03.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of M/s Indus Towers Ltd. Indra Colony Bhiwani, Distt.
Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/s Indus Towers Ltd., Indra Colony, Bhiwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. 4796180000 under SDO (OP) No. 1 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that in his bill issued in December 2020, a sum of Rs. 526442/- has been debited in the account without following the procedure laid down in the Regulation 6.10.4 of HERC Regulation 29/2014 and without providing any opportunity to the consumer to explain his position. He also visited respondent SDO office many times but no action have been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit his reply and requested for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. The SDO submitted reply vide memo no. 8027 dated 29.09.2021 stating that the complainant's contention that same amount had been charged twice was not correct. The SDO in his reply said that the two amounts charged were different. Copy of the reply was given to the complainant and was asked to verify the facts as disclosed by the SDO. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3670/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. Suresh Kumar, Tosham, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) City Sub Divn., DHBVN, Tosham 1.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Suresh Kumar, Tosham, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B-14-TS31-67 under SDO (OP) S/Divn., DHBVN, Tosham. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit falls in C block and as per the Haryana Govt. Policy he is eligible for the power subsidy of Rs. 2/Unit since 01/11/2018. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit his reply and made a request for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The complainant was not present but SDO was present. SDO submitted his reply vide memo no. 6106 dated 29.09.2021 that meter of the complainant had gone defective and because the meter was not available, The Forum observed that complainant's issue was not the defective meter or its replacement. The complaint was regarding benefit of Rs. 2/- subsidy on account of the premises falling under block "C" or "D" as per government notification. The Forum directed respondent SDO to furnish detailed reply related to the issue raised in the complaint. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3715/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. Krishan S/O Sh. Chanderman VPO Sandwa,
Tosham, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) City Sub Divn., DHBVN, Tosham 1.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Krishan S/O Sh. Chanderman VPO Sandwa, Tosham, Distt. Bhiwani, has been consumer of DHBVN bearing account no. SA1D-4767-A under SDO (OP) S/Divn., DHBVN, Tosham. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that at the time of replacement of old meter under Mhara Gaon Jagmag Gaon Scheme the reading was 3710 units whereas final reading shown in the bill as issued was 6751 units which was wrong. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit his reply however placed on record copy of MCO and details of charging complainant not satisfied. Forum directed respondent SDO to furnish detailed reply along with copy of CA-21-22 M&T Lab Report and consumption data for the last 3 years in respect of old meter and to date in respect of new meter. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide memo no. 6105 dated 29.09.2021 stating that the bill had got wrong because of wrong reading taken by the meter reader. Also, that the mistake has been identified and corrections have been made. Copy of the reply was given to the complainant. The Forum asked the complainant to verify the refund entry made and come up with his statement by the next date of hearing. Now to come on next date of hearing on 29.10..2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3674/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. Satyanarayan, Hira Chowk, CH. Dadri, Bhiwani,
regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Satya Narayan, Hira Chowk, Charkhi Dadri, Bhiwani, has been consumer of DHBVN bearing account no. 3105470000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit falls in C block category and having connected load of 20KW as such was eligible for power subsidy of Rs. 2/- per unit since 01.11.2018 onwards. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 770 dated 31.08.2021 stating therein that case for arrear of Rs. 16696/- has been sent to CBO and same would be reflected in next billing cycle. Forum directed respondent SDO to pursue with CBO / RAPDRP for the grant of arrear and allowing the said benefit from onwards. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1114 dated 30.09.2021 stating therein that case for arrear of Rs. 16696/- has been sent to CBO and same would be reflected in next billing cycle. Forum directed respondent SDO to pursue with CBO / RAPDRP for the grant of arrear and allowing the said benefit from onwards. Now to come on next date of hearing on 12.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3705/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. Ashok Kumar, Kath Mandi, CH. Dadri, Bhiwani,
regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Ashok Kumar, Kath Mandi, Charkhi Dadri, Bhiwani, has been consumer of DHBVN bearing account no. 7161970000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit falls in C block category and having connected load of 7 kW as such was eligible for power subsidy of Rs. 2/- per unit since 01.11.2018 onwards and also stated that extra security amount becomes refundable but not refunded as yet. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

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

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 771 dated 31.08.2021 stating therein that Rs. 19130/- against interest on security has been sent for adjustment but inadvertently it was charged. The amount will be rectified after verification from CBO. Forum directed respondent SDO to pursue with CBO / RAPDRP for the rectification and also submit detailed reply well before next date of hearing. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1113 dated 30.09.2021 stating therein that case for refund of Rs. 31442/- has been sent to CBO which will be reflected in the next bill. Forum directed respondent SDO to pursue with CBO / RAPDRP for the rectification by the next date of hearing. Now to come on next date of hearing on 12.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3708/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

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

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

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

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

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

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3713/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

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

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

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

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

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

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. 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, 31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. 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 well before the next date of hearing.

Proceedings were held on 31.08.2021 at Bhiwani. The complainant and respondent SDO were present. SDO did not submit his reply however informed that report was still awaited from XEN/M&P Bhiwani. Forum directed respondent SDO to pursue the case with XEN/M&P Bhiwani for obtaining expert opinion specially w.r.t. the complaint of the complainant and submit the report within 15 days. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted his reply vide memo no. 8026 dated 29.09.2021 annexing thereby the report of manufacturer. The Forum advised the SDO to send the copy of report of manufacturer to the concerned M&P and get his report before any decision is taken by the Forum. Forum directed respondent SDO to pursue the case with XEN/M&P Bhiwani and submit the report within 15 days. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

Case No. 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 & 31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. 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 not issuing bill on actual reading basis since Jan., 2019 onward, submit consumption data of whole period and confirm the date, when the first bill was generated on kVAh basis to the complainant.

Proceedings were held on 29.07.2021 at Bhiwani. The complainant and

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

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

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

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

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

Case No. DH/CGRF-	3468/2021
Date of Institution:	03.03.2021
Date of Hearing:	31.03.2021, 29.06.2021, 29.07.2021, 31.08.2021, 30.09.2021

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

Present:

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

In the matter of complaint of Sh. 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 well before the next date of

hearing.

Proceedings were held on 31.08.2021 at Bhiwani. The complainant and respondent SDO were present. SDO did not submit his reply however inform that report still awaited from XEN/M&P Bhiwani. Forum directed respondent SDO to pursue the case with XEN/M&P Bhiwani for obtaining expert opinion specially w.r.t. the complaint of the complainant and submit the report within 15 days. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted his reply vide memo no. 8028 dated 29.09.2021 annexing thereby the report of manufacturer. The Forum advised the SDO to send the copy of report of manufacturer to the concerned M&P and get his report before any decision is taken by the Forum. Forum directed respondent SDO to get the meter tested at M&T lab in presence of the meter and submit the report within 15 days. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	3454/2021
Date of Institution:	22.02.2021
Date of Hearing:	31.03.2021, 29.06.2021, 29.07.2021, 31.08.2021, 30.09.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

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

In the matter of complaint of Sh. 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 complainant's 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 31.08.2021 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 complainant's unit is situated outside the M.C. Limit of Bhiwani or not and furnish his detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.

The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit any fresh reply but told that the Municipal Committee had not yet confirmed whether the premises of the complainant fell outside MC limit. But the complainant submitted a copy of the letter which showed confirmation from the municipal committee that the premises fell outside the MC limits. Copy of the letter was handed over to SDO. The Forum asked the SDO to take note of the letter so submitted by the complainant and come up with his detailed reply by the next date of hearing. Next date of hearing is fixed on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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Case No. DH/CGRF-	3540/2021
Date of Institution:	19.04.2021
Date of Hearing:	29.07.2021, 31.08.2021, 30.09.2021

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

Present:

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

In the matter of complaint of Sh. 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. 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 proceedings were held on 31.08.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted his reply vide no. 766 dated 31.08.2021 stating therein that account of the complainant will be overhauled on actual reading base after adjustment of average bill as issued time to time. Consumption data was placed on record. Reply not satisfactory Forum directed to the respondent SDO to submit actual reading sheet since Oct 2017 onwards and submit the detailed reply on abnormality of reading taken by the meter reading agency time to time particularly comments on reading shown at Sr. No. 10 & 26 of the consumption sheet as provided and overhaul the account of the complainant since Oct 2017 onwards on the basis of actual reading. The next date of hearing is fixed on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The complainant

and respondent SDO were present. SDO submitted his reply vide no. 1115 dated 30.09.2021 annexing actual reading sheet since Oct 2017 onwards and submitted the detailed reply on abnormality of reading taken by the meter reading agency. The Forum observed that there are gross errors in the meter readings taken by the meter reading agency and from October 2017 onwards, the bills generated have been erratic and not based on actual consumptions. That the total units consumed have to be paid is not challenged by the complainant but he simply wants that he should be given bills as per readings and actual consumptions recoded. The Forum finds merit in the contention of the complainant as is evident from the reading data placed on record by the subdivision. The Forum directed the SDO to rebill the complaint from the reading recorded in October 2017 up to August 2021 removing all the errors of wrong readings entered by the meter readers and overhaul the account by deducting the payments made during this period.

After going through the record available on file and hearing both the parties, the Forum decided to dispose of the case with direction to respondent SDO to overhaul the account as directed above and deliver the corrected bill within next 15 days. Case is closed. No cost on either side.

However, complainant is at liberty to file appeal with electricity OMBUDSMAN, HERC, Sector-4, Panchkula if he is not satisfied with the decision of the CGRF.

As required under Haryana State Electricity Regulatory Commission (Forum and Ombudsman) Regulations-2020, the implementation of this decision may be intimated to this office within 30 days from the date of its receipt.

File be consigned to record.

Given under our hands on this day of 4th October 2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No.	3739/2021
Date of Institution	17.09.2021
Date of Hearing:	30.09.2021

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

Present:

Sanjeev Chopra	Chairperson
Pradeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Smt. Darshana Devi, r/o Siwani, Distt. Bhiwani, regarding subsidy of Rs. 2/- per unit.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Smt. Darshana Devi resident of Siwani, Distt. Bhiwani, is a consumer of DHBVN bearing account no. 2136351000 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that her unit falls under Block C and as per directions of the government, her unit is eligible for a subsidy of Rs. 2/- per unit but she has not been paid the subsidy since November 2018. She also visited respondent SDO office many times but no action has been taken so far. She 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 30.09.2021 at Bhiwani for hearing of the case.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1485 dated 24.09.2021 stating that the subsidy of Rs. 2/- from November 2018 to June 2020 could not be given because of billing system error due to migration of one system to the other. But the same has been calculated and sent to CBO for approval and would be reflected in the next bill. The Forum directed respondent SDO to take up the matter personally with CBO for an early relief. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No.	3740/2021
Date of Institution	17.09.2021
Date of Hearing:	30.09.2021

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

Present:

Sanjeev Chopra	Chairperson
Pradeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of M/S Mahalaxmi, resident of Siwani, Distt.
Bhiwani, regarding subsidy of Rs. 2/- per unit.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Mahalaxmi, resident of Siwani, Distt. Bhiwani, is a consumer of DHBVN bearing account no. 8703510000 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that their unit falls under Block C and as per directions of the government, their unit is eligible for a subsidy of Rs. 2/- per unit but they have not been paid the subsidy since November 2018. They also visited respondent SDO office many times but no action has been taken so far. They have 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 30.09.2021 at Bhiwani for hearing of the case.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1486 dated 24.09.2021 stating that the subsidy of Rs. 2/- from November 2018 to July 2020 could not be given because of billing system error due to migration of one system to the other. But the same has been calculated and sent to CBO for approval and would be reflected in the next bill. The Forum directed respondent SDO to take up the matter personally with CBO for an early relief. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No.	3741/2021
Date of Institution	17.09.2021
Date of Hearing:	30.09.2021

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

Present:

Sanjeev Chopra	Chairperson
Pradeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Mohinder Kumar r/o Siwani, Distt. Bhiwani, regarding subsidy of Rs. 2/- per unit.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Mohinder Kumar resident of Siwani, Distt. Bhiwani, is a consumer of DHBVN bearing account no. 9174451000 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit falls under Block C and as per directions of the government, his unit is eligible for a subsidy of Rs. 2/- per unit but he has not been paid the subsidy since November 2018. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 30.09.2021 at Bhiwani for hearing of the case.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1485 dated 24.09.2021 stating that the subsidy of Rs. 2/- from November 2018 to October 2020 could not be given because of billing system error due to migration of one system to the other. But the same has been calculated and sent to CBO for approval and would be reflected in the next bill. The Forum directed respondent SDO to take up the matter personally with CBO for an early relief. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No.	3742/2021
Date of Institution	17.09.2021
Date of Hearing:	30.09.2021

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

Present:

Sanjeev Chopra	Chairperson
Pradeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of M/S Kailash Dal Mill, resident of Siwani,
Distt. Bhiwani, regarding subsidy of Rs. 2/- per unit.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Kailash Dal Mill, resident of Siwani, Distt. Bhiwani, is a consumer of DHBVN bearing account no. 9581451000 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that their unit falls under Block C and as per directions of the government, their unit is eligible for a subsidy of Rs. 2/- per unit but they have not been paid the subsidy since November 2018. They also visited respondent SDO office many times but no action has been taken so far. They have 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 30.09.2021 at Bhiwani for hearing of the case.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1488 dated 24.09.2021 stating that the subsidy of Rs. 2/- from November 2018 to July 2020 could not be given because of billing system error due to migration of one system to the other. But the same has been calculated and sent to CBO for approval and would be reflected in the next bill. The Forum directed respondent SDO to take up the matter personally with CBO for an early relief. Now to come on next date of hearing on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No.	3761/2021
Date of Institution:	20.09.2021
Date of Hearing:	30.09.2021

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

Present:

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

In the matter of complaint of Sh. Bijender s/o Sh. Giani Ram, Naya Bazar, Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Bijender s/o Sh. Giani Ram, Naya Bazar, Bhiwani is a consumer of DHBVN bearing account no.4475180000 under SDO (OP) No. 1 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that in the bill received for May 2021, an amount of Rs. 153099/- has been added without any notice. On enquiry he was told that this amount related to the year 2016. Also, that so far as he remembers, there is nothing due on his part. He also visited respondent SDO office many times but no action have 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 30.09.2021 at Bhiwani for hearing of the case.

The proceedings were held on 30.09.2021 at Bhiwani. The complainant and respondent SDO were present. SDO did not submit his reply but told that he would find out the record and would submit detailed reply by the next date of hearing. The next date of hearing is fixed on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP KOHAN)
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.	3760/2021
Date of Institution:	20.09.2021
Date of Hearing:	30.09.2021

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

Present:

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

In the matter of complaint of Sh. Naveen Kumar Uttam Nagar, Bhiwani, Distt.
Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Shiv Kumar, VPO Chang, is a consumer of DHBVN bearing account no. B-12-CH 31-0002 under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that due to wrong bill generated by the subdivision, his account has been debited an amount of Rs. 143000/- without any fault on his part. That he has been running from pillar to post to get his grievance redressed but no one has been listening. He also visited respondent SDO office many times but no action has been taken so far. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 30.09.2021 at Bhiwani for hearing of the case.

The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply but told that he was personally taking up the matter with the HQ for confirmation of amount having been debited in to DHBVN account and that he would be able to submit reply and make corrections by the next date. The next date of hearing is fixed on 29.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP KOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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