



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN  
HARYANA BIJLI VITRAN NIGAM  
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005  
Telephone No. 01662-223081  
HETRI, SCETOR 16, IDC AREA, GURUGRAM  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID:cgrf@dhbvn.org.in)

CaseNo. DH/CGRF- 3065/2020  
DateofInstitution: 02.06.2020  
DateofHearing: 16.07.2020,25.8.2020& 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Smt. Prem Lata D/o Dariyav Singh Advocate Street, Ward  
No.20, 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

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERM ORDER**

Smt. Prem Lata D/o Dariyav Singh Advocate Street, Ward No.20, Ch. Dadri has got an electricity connection bearing account no. 1405470000 under SDO (OP) CityS/Divn., DHBVN, Ch.Dadri and hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that in the month of 6/2019, reading of her meter was taken as 21142 units instead of 11142 which led to the wrong bill for Rs.91670/-, which needed correction. She has requested the Forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 16.07.2020 at Bhiwani for hearing of the case.

The proceedings held on 16.07.2020 through video conferencing at Bhiwani. The complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 5580-81 dated 15.07.2020 stating therein that bill of the complainant was raised as per actual reading recorded by the meter. As per record, old reading recorded on dated 16.03.2019 was 9266 kWh while new reading recorded on dated 5.6.2019 was 21142 kWh therefore, the complainant consumed total 11876 units for the period 16.3.2019 to 5.6.2019. Thus, the bill raised to the tune of Rs.91670/- for the month of July, 2019 was correct and as per actual reading recorded by the meter. Further, the meter was burnt and got changed. At the time of MCO, final reading of the removed meter was retrieved as 22872 kWh. He placed on record photographs of burnt meter displaying meter reading. Complainant was not satisfied with the reply of the respondent SDO. Forum directed respondent SDO to provide consumption data/payment detail of the complainant account for the last one year of burnt meter and till date in respect of new meter within seven days. The next date fixed was 25.08.2020.

The proceedings were held on 25.08.2020 through video conferencing at Bhiwani. The complainant and representative of respondent SDO were present. SDO submitted vide memo.no. 6010 dated 24.08.2020 the ledger detail and consumption recorded by new meter for one year as was directed during last hearing. Forum further directed the respondent SDO to provide consumption data of last one year of burnt meter as retrieved during Lab. testing and M&T test report and consumption data of new meter w.e.f. 19.3.2020 to date within seven days.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO neither submitted the requisite information/data as directed during last hearing nor any reply and even the representative deputed was not aware about the case, which has been viewed seriously by the Forum. In view of negligence of respondent SDO, Forum warned to impose a penalty if the SDO does not come prepared on the next date. Forum further directed respondent SDO to provide requisite data/information within seven days and ensure his personal appearance on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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CaseNo.DH/CGRF- 3078/2020  
DateofInstitution: 22.07.2020  
DateofHearing: 25.08.2020& 28.09.2020

Before the Forum for Redressal of Consumer

Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts  
Manoj Yadav, Member Technical (through VC)

In the matter of complaint of Sh. Surender Kumar S/o Sh. Mahavir Parshad,  
Prem Nagar, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint stating therein that his unit is situated in Village Rawalshi. This village falls in C Block Category, as such, as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being given despite requests. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

**(NARESH K. MEHTA)**  
**MemberAccounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CaseNo.DH/CGRF- 3079/2020  
DateofInstitution: 22.07.2020  
DateofHearing:25.08.2020& 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Smt. Parmod W/o Sh. Surender Goyal, Prem  
Nagar, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Smt. Parmod W/o Sh. Surender Goyal, Prem Nagar, Ch. Dadrihas got an electricity connection bearing account no. 0368813184 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit is situated in Village Rawaldhi. This village falls in C Block Category, as such, as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



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CaseNo.DH/CGRF- 3129/2020  
DateofInstitution: 18.08.2020  
DateofHearing: 25.8.2020& 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Smt. Nirmala Gupta W/o Sh. Lajpat Gupta, near  
Balawala Mandir, Jhajjar Road, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Not present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Smt. Nirmala Gupta W/o Sh. Lajpat Gupta, near Balawala Mandir, Jhajjar Road, Ch. Dadri has got an electricity connection bearing account no. 3923870000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that due to irregular meter reading, her bill was issued on inflated consumption from Aug., 2019 to July, 2020. Her meter got burnt in Jan., 2020 and bill of average 15440 units has been raised, which is much more than her previous consumption as well as future consumption. 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 25.08.2020 at Bhiwani for hearing of the case.

The proceedings held on 25.08.2020 through video conferencing at Bhiwani. The complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6013 dated 24.08.2020 stating therein that the average unit 15440.16 was charged by the system w.e.f. 12.06.2019 to 23.01.2020 (225 days) as the consumption recorded by energy meter during the previous year as system estimated. Therefore, the overhauling done by R-APDRP system seemed justified based on previous consumption pattern. Complainant was not satisfied. Forum directed respondent SDO to provide consumption data for the corresponding period of previous year and from installation of meter to date within fifteen days.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant was not present but representative of respondent SDO was present. SDO neither submitted the requisite information/data as directed during last hearing and nor any reply and even the representative deputed was not aware about the case, which is viewed seriously by the Forum. Forum directed the respondent SDO to provide requisite data/information within seven days and ensure his personal appearance on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



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CaseNo.DH/CGRF- 3118/2020  
DateofInstitution: 18.08.2020  
DateofHearing: 25.08.2020& 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## INTERIM ORDER

Sh. Naurang S/o Sh. Patram, V&PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no.3-14-1214-157 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**

**(SANJEEV CHOPRA)**

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a>) (e-mail ID:cgrf@dhbvn.org.in)</p>
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CaseNo.DH/CGRF- 3119/2020  
DateofInstitution: 18.08.2020  
DateofHearing:25.08.2020& 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**

**(SANJEEV CHOPRA)**

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a>) (e-mail ID:cgrf@dhbvn.org.in)</p>
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CaseNo.DH/CGRF- 3120/2020  
DateofInstitution: 18.08.2020  
DateofHearing: 25.08.2020& 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Bhadur S/o Sh. Raje Ram, V&PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no.B-14-514-83 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**

**(SANJEEV CHOPRA)**

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a>) (e-mail ID:cgrf@dhbvn.org.in)</p>
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CaseNo.DH/CGRF- 3121/2020  
DateofInstitution: 18.08.2020  
DateofHearing: 25.8.2020& 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**

**(SANJEEV CHOPRA)**

**Member Accounts****Chairperson**

	<p style="text-align: center;"><b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b> <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b> <b>D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005</b> <b>Telephone No. 01662-223081</b> <b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b> <b>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a>) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a>)</b></p>
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**CaseNo.DH/CGRF- 3122/2020**  
**DateofInstitution: 18.08.2020**  
**DateofHearing: 25.8.2020& 28.09.2020**

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CaseNo.DH/CGRF- 3127/2020  
DateofInstitution: 18.08.2020  
DateofHearing: 25.8.2020& 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**

**(SANJEEV CHOPRA)**

**Member Accounts****Chairperson**

**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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**Case No. DH/CGRF- 3165/2020  
Date of Institution: 14.09.2020  
Date of Hearing: 28.09.2020**

Before the Forum for Redressal of Consumer Grievances,

DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Deepak Kumar S/o Sh. Tara Chand,  
ChhotiBazari, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Deepak Kumar S/o Sh. Tara Chand, ChhotiBazari, Ch. Dadrigot an electricity connection bearing account no. 9341380000 under SDO (OP) City S/Divn.,DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant's representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6307 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions is concerned, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and expressed displeasure at his casual approach. The Forum directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account from 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF- 3166/2020  
Date of Institution: 14.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Shiv Rattan, Ghikara Road, Near K.N. School,  
Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Shiv Rattan, Ghikara Road, Near K.N. School, Ch. Dadri got an electricity connection bearing account no. 7820180000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

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

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF- 3167/2020  
Date of Institution: 14.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer

Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Ashok Kumar, Old AnajMandi, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Ashok Kumar, Old Anaj Mandi, Ch. Dadrigot an electricity connection bearing account no. 4996080000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

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

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF- 3168/2020  
Date of Institution: 14.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer

Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Om Parkash, Auto Market, Delhi Road Bye pass,  
Prem Nagar, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Om Parkash, Auto Market, Delhi Road Bye pass, Prem Nagar, Ch. Dadri got an electricity connection bearing account no. 3920180000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6310 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and is displeased at his casual approach, as such, directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date. Now to come up on next date of hearing 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF- 3169/2020  
Date of Institution: 14.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer

Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Om Parkash, Auto Market, Delhi Road Bye pass,  
Prem Nagar, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Mahender Gupta, Gupta Oil Mill, Behind Anaj Mandi (Old), Ch. Dadri got an electricity connection bearing account no. 5122970000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6305 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and is displeased at his casual approach, as such, directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date. Now to come on next date of hearing 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF- 3170/2020  
Date of Institution: 14.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer

Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Ankur Gupta S/o Sh. Narender Kumar, M/s Garg  
Floor Mill, Delhi Road, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Ankur Gupta S/o Sh. Narender Kumar, M/s Garg Floor Mill, Delhi Road, Ch. Dadrigot an electricity connection bearing account no. 8720180000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date and he applied for change of name through an affidavit dated 16.03.2020, which is also not effected so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

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

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005  
Telephone No. 01662-223081  
HETRI, SCETOR 16, IDC AREA, GURUGRAM  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID:cgrf@dhbvn.org.in)

Case No. DH/CGRF- 3183/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Vijay Kumar S/o Sh. Om Parkash, Kath Mandi, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Vijay Kumar S/o Sh. Om Parkash, Kath Mandi, Ch. Dadrigot an electricity connection bearing account no. 5441380000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

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

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005  
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(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID:cgrf@dhbvn.org.in)

Case No. DH/CGRF- 3184/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Vinod Kumar S/o Sh. Rameshwar Dass, Kath Mandi,  
Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Vinod Kumar S/o Sh. Rameshwar Dass, Kath Mandi, Ch. Dadrigot an electricity connection bearing account no. 4007080000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

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

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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Case No. DH/CGRF- 3185/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Vinod Kumar S/o Sh. Rameshwar Dass, Near Delhi  
Bye pass, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Vinod Kumar S/o Sh. Rameshwar Dass, Near Delhi Bye pass, Ch. Dadrigot an electricity connection bearing account no. 2994470000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

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

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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Case No. DH/CGRF- 3186/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Rajbir S/o Sh. Jai Narain, Delhi Road, Ch. Dadri  
regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Rajbir S/o Sh. Jai Narain, Delhi Road, Ch. Dadrigot an electricity connection bearing account no. 7147470000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

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

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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Case No. DH/CGRF- 3187/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. R.C. Jangra C/o M/s Vijay Wire Industry, Delhi Bye pass, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. R.C. Jangra C/o M/s Vijay Wire Industry, Delhi Bye pass, Ch. Dadrigot an electricity connection bearing account no. 4322970000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He also requested to update the total ACD amount Rs.33595/- instead of Rs.16680/- in the account. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

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

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005  
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Case No. DH/CGRF- 3188/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Attar Singh S/o Sh. Bhagwana Ram, Delhi Bye pass,  
Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Attar Singh S/o Sh. Bhagwana Ram, Delhi Bye pass, Ch. Dadri got an electricity connection bearing account no. 8007080000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

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

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF- 3189/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Hemant C/o M/s Mittal Man, Delhi Bye pass, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Hemant C/o M/s Mittal Man, Delhi Bye pass, Ch. Dadri got an electricity connection bearing account no. 5147470000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. The complainant representative and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6302 dated 26.09.2020 stating therein that interest on ACD has already been paid on 31.03.2020, copy placed on record. So far as subsidy as per Nigam instructions, the same has not been given by billing agency as well as CBO Hisar. As such, he requested the Forum to direct the billing agency as well as CBO Hisar to implement the sales circular no. D-7/2019 so as to redress the complaint of the complainant. Forum was not satisfied with the reply of the respondent SDO and is displeased at his casual approach, as such, directed respondent SDO to follow up the matter with CBO Hisar personally and get the subsidy amount credited to complainant account since 11/2018 onwards within fifteen days and compliance be reported along with year wise detail of interest paid/TDS deducted and issuance of TDS certificate since the date of connection to date. Now to come on next date of hearing 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF- 3140/2020  
Date of Institution: 24.08.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Smt. Parmod Goyal W/o Sh. Surender Goyal, Near  
Vishwas School, Gandhi Nagar, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Representative.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Smt. Parmod Goyal W/o Sh. Surender Goyal, Near Vishwas School, Gandhi Nagar, Ch. Dadrigot an electricity connection bearing account no. 6189470000 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that since April, 2019 to date, bills are issued on average basis without taking reading and giving slab benefit. She requested the Forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. Representative of complainant and representative of respondent SDO were present. SDO did not submit any reply and even the representative deputed was not aware about the case, which is viewed seriously by the Forum. Forum directed respondent SDO to submit his reply within seven days and ensure his personal appearance on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF- 3141/2020  
Date of Institution: 24.08.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Sachin Goyal, Shop No. 41-42, M.C. City Complex,  
Behind City Police Station, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

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

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF- 3164/2020  
Date of Institution: 08.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Krishan Kumar Makrania, Kanin Road, Ch. Dadri  
regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

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

Complainant filed the present complaint stating therein that his unit was situated outside the Municipal limit of Ch. Dadri and as such, MC tax was not livable. But, the respondent Nigam is charging the same since the date of connection. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6299 dated 26.09.2020 stating therein that M.Tax amounting to Rs.613942/- for the period July, 2015 to 6/2020 has been refunded to the complainant in the month of 9/2020. If there is any remaining amount on this account, the same would also be refunded. Complainant was not satisfied with the reply of the respondent SDO since M.tax before July, 2015 was yet to be refunded. Forum directed respondent SDO to submit a detailed reply regarding refund of the remaining M.tax prior to July, 2015 also and apprise the Forum with reasons for non-refund of the same in first instance. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005  
Telephone No. 01662-223081  
HETRI, SCETOR 16, IDC AREA, GURUGRAM  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID:cgrf@dhbvn.org.in)

Case No. DH/CGRF- 3163/2020  
Date of Institution: 08.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Ajay Goel, Kanina Road, Ch. Dadri regarding clubbing of two connections.

.....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

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **PROCEEDING**

Sh. Ajay Goel, Kanina Road, Ch. Dadri has been the consumer of DHBVN bearing account no. 4307080000 and no. 2484235587 under SDO (OP) City S/Divn., DHBVN, Ch.Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he has two HT connections in the same premises with sanctioned load 380 kW & 368 kW in his name. During checking by M&P team and other authorities of Nigam, he has been advised to get load of both the connections clubbed. He requested to get load of his 2<sup>nd</sup> connection (368 kW) clubbed with 1<sup>st</sup> connection as per regulation no. 4.9.1 of electricity supply code and regulation no. 29/2016. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

The proceedings were held on 28.09.2020 at Bhiwani. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6314 dated 28.09.2020 stating therein that sanction for clubbing both the connections was sought from SE/R-APDRP through Xen. (OP) Divn., Dadri vide no. 9915 dated 5.9.2020 but the same was awaited as yet. Moreover, there was no provision of clubbing of two connection in R-APDRP system as per the regulation no. 4.9.1 of electricity supply code and regulation no. 29/2014. However, in clubbing, ACD can be adjusted but there was no instruction regarding adjustment of service connection charges. Complainant was not satisfied with the reply of respondent SDO and he requested to give another date enabling him to study reply of respondent SDO. Request allowed. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN  
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HETRI, SCETOR 16, IDC AREA, GURUGRAM  
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Case No. DH/CGRF- 3176/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen

days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN  
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Case No. DH/CGRF- 3177/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## INTERIM ORDER

Sh. Krishan Kumar S/o Sh. Mahi Pal Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no. B14-718-81 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen

days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN  
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Case No. DH/CGRF- 3178/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen

days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN  
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Case No. DH/CGRF- 3179/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen

days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN  
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Case No. DH/CGRF- 3180/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## INTERIM ORDER

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen

days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN  
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Case No. DH/CGRF- 3181/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Ravinder S/o Sh. Surat Singh Village Pataudi Kalan PO Sandwa Tehsil Tosham Distt. Bhiwani applied for an electricity connection vide application no. B14-818-26 under SDO (OP) No.1 S/Divn., DHBVN, Tosham, hence, this Forum has jurisdiction to hear the complaint.

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen

days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN  
HARYANA BIJLI VITRAN NIGAM  
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005  
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HETRI, SCETOR 16, IDC AREA, GURUGRAM  
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Case No. DH/CGRF- 3182/2020  
Date of Institution: 17.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## INTERIM ORDER

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.08.2020 at Bhiwani for hearing of the case.

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

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

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

The proceedings held on 28.09.2020 at Bhiwani. The complainant and representative of respondent SDO were present. SDO replied vide memo.no. 4417 dated 18.09.2020 stating therein that purchase order for motor pump set of the complainant has been issued by CE/MM, DHBVN, Hisar and motor is likely to be received in next fifteen

days. Further, the bill of material for issuance of work order has also been sent to divisional office. Complainant was not satisfied with the reply of respondent SDO. Forum directed the respondent SDO/Xen. to get the work order issued from the competent authority and execute the work within fifteen days and apprise the Forum as the season of cultivation is ahead and the connection to the applicant junior to the complainant has already been issued. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN  
HARYANA BIJLI VITRAN NIGAM  
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Case No. DH/CGRF- 3131/2020  
Date of Institution: 21.08.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Shiv Kumar C/o M/s Golden Steel Industries,  
Dhani Road near Rly. Fly over, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

## **INTERIM ORDER**

Sh. Shiv Kumar C/o M/s Golden Steel Industries, Dhani Road near Rly. Fly over, Ch. Dadri has been consumer of DHBVN bearing account no. 9005470000 under SDO (OP) CityS/Divn., DHBVN, Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he has reduced connected load from 70 kW to 49 kW during 6/2013 but due to non updating of M&P record by the respondent Nigam, Rs.64512/- has been charged in lieu of difference of fixed charges during 10/2017, which is wrong. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

The proceedings held on 28.09.2020 at Bhiwani. Complainant and representative respondent SDO were present. SDO did not submit reply, however, representative stated that the said amount was charged by the audit party during 6/2018 and he also placed on record copy of half margin and reply for dropping of half margin to Chief Auditor by Xen./SE(OP) Bhiwani. Forum directed respondent SDO to furnish his reply along with status of half margin within fifteen days. Now to come on next date of hearing on 29.10.2020.

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN  
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Case No. DH/CGRF- 3158/2020  
Date of Institution: 03.09.2020  
Date of Hearing: 28.09.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson (through VC)  
Naresh Kumar Mehta, Member Accounts

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None of Nodal Officer, CGRF, Hisar.
2. Respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.09.2020 at Bhiwani for hearing of the case.

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

**(NARESH K. MEHTA)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson