



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

**HETRI, SECTOR 16, IDC AREA, GURUGRAM**  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID: [cgrf@dhbvn.org.in](mailto:cgrf@dhbvn.org.in))

CASE NUMBER	DH / CGRF / 3427 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	02.03.2021, 17.03.2021, 02.04.2021

**BEFORE THE  
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Sunita Devi W/o Sh. Lal Babu, MCF-51D, Bhagat Singh Colony, Ballabgarh regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Ballabgarh.  
SDO (OP) City-2 S/Divn., DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO.

## **INTERIM ORDER**

Smt. Sunita Devi W/o Sh. Lal Babu, MCF-51D, Bhagat Singh Colony, Ballabgarh has been a consumer of DHBVN bearing account no. 1337401000 under SDO (OP) City-2 Sub Divn., DHBVN, Ballabgarh and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she got her connection disconnected during 2012 after full and final payment. But now, respondent SDO vide no. 3548 dated 19.12.2020 issued notice for payment of outstanding dues of Rs.3994369/-, which was wrong. She approached respondent SDO for redressal of her grievance but no action has been taken. 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 02.03.2021 at Faridabad for hearing of the case.

Proceedings were held on 02.03.2021 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply but assured to submit detailed reply on next date of hearing. Forum directed respondent SDO to submit detailed reply, as assured. Now to come on next date of hearing on 16.03.2021.

Proceedings were held on 17.03.2021 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply which was neither convincing nor in line with his point of view. The reply lacked proof of whether the complainant's connection had continued after 2012 as claimed by him in his reply. The complainant on his part submitted that since he had not received any bill after his disconnection in 2012, how could the subdivision claim that the connection continued after the disconnection had been made and the meter had been removed by the Nigam's lineman sh. Than Singh. The SDO was directed to come up with complete facts of the case and to base his reply in future on the documentary evidences. Now to come on next date of hearing on 02.04.2021.

Proceedings were held on 02.04.2021. Complainant as well as respondent SDO were present. SDO submitted reply vide memo no. 3932 dated 01.04.2021. The reply did not contain all the information which Forum wanted in lieu of the complainant's stand that the connection had in fact been disconnected in 2012. The SDO was directed to submit in detail the following information as discussed in last hearings also:


1. Copy of ledger from 4/2013 to 6/2014 and from 7/2014 to 12/2014
2. Copy of MCO dated 4/2013 and reading detail of 43488
3. Copy of CA 21/22 and M&T lab report and copy of DCO effected on 17.03.2016

Now to come up for hearing on 15.04.2021.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3262 / 2020
DATE OF INSTITUTION	28.10.2020
DATES OF HEARING	03.12.2020, 05.01.2021, 02.02.2021, 12.02.2021, 17.03.2021, 02.04.2021

**BEFORE THE  
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/s Hindustan Syringes and Medical Devices Ltd., Factory No. 174 Sector-25, Ballabgarh regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

M/s Hindustan Syringes and Medical Devices Ltd., Factory No. 174 Sector-25, Ballabgarh has been consumer of DHBVN bearing account no. 0933001000 under SDO (OP) S/U Sub Divn., DHBVN, Ballabgarh and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent SDO has not paid interest on ACD from the date of deposition of ACD. 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 03.12.2020 at Faridabad for hearing of the case.

Proceedings were held on 03.12.2020 at Faridabad. Representative of both complainant respondent SDO were present. SDO did not submit reply. Complainant argued that interest on ACD plus penal interest thereon may be given as per Nigam instructions. Forum directed respondent SDO to make compliance as per Nigam instructions and furnish detailed reply within fifteen days.

Proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 7039 dated 05.01.2021 stating that interest on ACD for FY 2015-16, 2016-17 and 2019-20 has already been given to the complainant, copy of respective electricity bill showing payment of interest was placed on record. So far as detail for FY 2017-18 and 2018-19 is concerned, the same is under process. Data prior to 2015-16 is not available with his office. Forum directed respondent SDO to search office record prior to 2015-16, and ensure payment of interest for the left out period since date of connection as per Nigam instructions and furnish detailed reply within fifteen days. Complainant is also directed to provide data, if any available, to the respondent SDO to facilitate the payment.

Proceedings were held on 02.02.2021 at Faridabad. Complainant and respondent SDO were present. SDO did not submit reply. Representative of respondent SDO was not well conversant with the case which is viewed seriously by the Forum. Forum directed respondent SDO to search office record prior to 2015-16, and ensure payment of interest for the left-out period since date of connection as per Nigam instructions and furnish detailed reply within fifteen days and ensure presence personally on next date of hearing. Complainant is also directed to provide data, if any available, to the respondent SDO to facilitate the payment.

Proceedings were held on 12.02.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide no. 7263 dated 12.02.2021 stating that all efforts have been made by his office and matter has also been taken up with M/s HARTRON but record prior to 2015-16 was not traceable so far. Further, complainant has also not provided any documentary evidence as directed by the Forum earlier. Detail of interest on ACD has already been provided. Representative of complainant was also unable to provide any documentary evidence. Forum directed respondent SDO to search office record prior to 2015-16 and ensure payment of interest for the left-out

period since the date of connection as per Nigam instructions and furnish detailed reply within fifteen days and ensure presence personally on next date of hearing. Year wise detail of interest on ACD be also provided. Complainant was also directed to provide data, if any available, to the respondent SDO to facilitate the payment. This is last opportunity failing which decision will be taken on merit. Now to come on next date of hearing on 16.03.2021.

Proceedings were held on 17.03.2021. Respondent sDO as well as the representative of the complainant were present. The SDO did not submit his reply and requested for another date, having been joined recently. The Forum directed the SDO to submit detailed reply latest by 25.03.2021 with a copy to the complainant so that detailed arguments can be held on the next date of hearing. The next date was fixed as 02.04.2021.

Proceedings were held on 02.04.2021. SDO was present but Advocate of complainant sent in a message that he would not be able to attend the hearing due to ill health. SDO submitted reply vide memo no. 7578 dated 01.04.2021 and informed that complete details have been submitted to the complainant on which the response / observations have yet to be received. The advocate of complainant requested for more time to respond. Now to come up for hearing on 15.04.2021.

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

**(MANOJ YADAV)**  
**Member Technical**

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

	<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, SECTOR 16, IDC AREA, GURUGRAM</b> <b>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a>) (e-mail ID:cgrf@dhbvn.org.in)</b>
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CASE NUMBER	DH / CGRF / 3306 / 2020
DATE OF INSTITUTION	25.11.2020
DATES OF HEARING	03.12.2020, 05.01.2021, 2.2.21, 12.02.2021, 17.03.2021, 02.04.2021

**BEFORE THE**  
**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/s RIB & Sons Pvt. Ltd., Plot No. 23/7, Mathura Road, Sector-58, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

M/s RIB & Sons Pvt. Ltd., Plot No. 23/7, Mathura Road, Sector-58, Faridabad has been consumer of DHBVN bearing account no. 3266201000 under SDO (OP) S/U Sub Divn., DHBVN, Ballabgarh and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent SDO has not paid interest on ACD from the date of deposition of ACD. 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 03.12.2020 at Faridabad for hearing of the case.

The proceedings were held on 03.12.2020 at Faridabad. Representative of both complainant respondent SDO were present. SDO did not submit reply. Complainant argued that interest on ACD plus penal interest thereon may be given as per Nigam instructions. Forum directed respondent SDO to make compliance as per Nigam instructions and furnish detailed reply within fifteen days.

Proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 7038 dated 05.01.2021 stating that interest on ACD for FY 2016-17 to 2019-20 has already been given to the complainant, copy of respective electricity bill showing payment of interest was placed on record. Data prior to 2015-16 is not available with his office. Forum directed respondent SDO to search office record prior to 2015-16, and ensure payment of interest for the left out period since date of connection as per Nigam instructions and furnish detailed reply within fifteen days. Complainant is also directed to provide data, if any available, to the respondent SDO to facilitate the payment.

Proceedings were held on 02.02.2021 at Faridabad. Complainant and respondent SDO were present. SDO did not submit reply. Representative of respondent SDO was not well conversant with the case which was viewed seriously by the Forum. Forum directed respondent SDO to search the office record prior to 2015-16, and ensure payment of interest for the left out period since the date of connection as per Nigam instructions and furnish detailed reply within fifteen days and ensure presence personally on next date of hearing. Complainant is also directed to provide data, if any available, to the respondent SDO to facilitate the payment.

Proceedings were held on 12.02.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide no. 7264 dated 12.02.2021 stating that all efforts have been made by his office and matter has also been taken up with M/s HARTRON but record prior to 2015-16 was not traceable so far. Further, the complainant has also not provided any documentary evidence as directed by the Forum earlier. Detail of interest on ACD has already been provided. Representative of complainant was also unable to provide any documentary evidence. Forum directed respondent SDO to search office record prior to 2015-16 and ensure payment of interest for the left-out period since date of connection as per Nigam instructions and

furnish detailed reply within fifteen days and ensure presence personally on next date of hearing. Year wise detail of interest on ACD be also provided. Complainant was also directed to provide data, if any available, to the respondent SDO to facilitate the payment. This is last opportunity failing which decision will be taken on merit. Now to come on next date of hearing on 16.03.2021.

Proceedings were held on 17.03.2021. Respondent sDO as well as the representative of the complainant were present. The SDO did not submit his reply and requested for another date, having been joined recently. The Forum directed the SDO to submit detailed reply latest by 25.03.2021 with a copy to the complainant so that detailed arguments can be held on the next date of hearing. The next date was fixed as 02.04.2021.


Proceedings were held on 02.04.2021. SDO was present but Advocate of complainant sent in a message that he would not be able to attend the hearing due to ill health. SDO submitted reply vide memo no. 7585 dated 02.04.2021 and informed that complete details have been submitted to the complainant on which the response / observations have yet to be received. The advocate of complainant requested for more time to respond. Now to come up for hearing on 15.04.2021.

**(NARESH MEHTA)**  
**Member Accounts**

**(MANOJ YADAV)**  
**Member Technical**

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



	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</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> )
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CASE NUMBER	DH / CGRF / 3314 / 2020
DATE OF INSTITUTION	02.12.2020
DATES OF HEARING	05.01.2021, 02.02.2021 & 02.03.2021

**BEFORE THE  
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. C.S. Paul, H.No.122, Sector-7A, Faridabad  
regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Sh. C.S. Paul, H.No.122, Sector-7A, Faridabad has an electricity connection bearing account No. 0033001000 under SDO (OP) S/U S/Divn., DHBVN, Ballabgarh. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his premises remained closed from April to Dec., 2018. New meter was installed in Jan., 2019. From January to Oct.,2020 he was paying bill regularly. Load was reduced from 250 kVA to 55 kVA in April, 2014. He paid fixed charges regularly up to Oct., 2016. Respondent Nigam was issuing wrong bill since Nov., 2016 to Dec., 2018. He requested many times the respondent SDO but no action has been taken 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 05.01.2021 at Faridabad for hearing of the case.

The proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO were present. Respondent SDO requested for another date. Request allowed.

The proceedings were held on 2.2.2021 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 7202 dated 2.2.21 stating that Rs.528492/- was adjustable due to wrong bill issued for the period Nov., 2016 to June 2017 due to non-adjustment of LPSC and punching of wrong reading in the record. LPSC was also levied upto Jan., 2021 and case sent to CBO and is pending as yet. Forum directed respondent SDO to pursue with CBO personally and get rectified bill delivered to the complainant within 15 days.

Proceedings were held on 2.3.2021 at Faridabad. Complainant and respondent SDO were present. Respondent SDO did not submit reply, however, stated that the case was still pending with CBO. Complainant argued that his account needed to be overhauled since April, 2012 to date. Forum directed respondent SDO to overhaul complainant account since April, 2012 to date and submit detailed reply. Now to come on next date of hearing on 02.04.2021.

Proceedings were held on 02.04.2021. SDO was present but Complainant sent in a message for exemption from attending the hearing. SDO submitted reply vide memo no. 7397 dated 04.03.2021 and informed that complete details have been submitted to the CBO for making corrections as the binder was in initiated stage. Requested for another date. Now to come up for hearing on 15.04.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(NARESH MEHTA)**  
**Member Accounts**

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



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

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

CASE NUMBER	DH / CGRF / 3441 / 2021
DATE OF INSTITUTION	15.02.2021
DATES OF HEARING	02.03.2021, 02.04.2021

**BEFORE THE  
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Col. Gopal Singh, President, The Zhuku Co-operative Group Housing Society Ltd., Plot No. 16, Sector-65, Ballabgarh regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Ballabgarh.  
SDO (OP) City-1 S/Divn., DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO.

## **INTERIM ORDER**

Col. Gopal Singh, President, The Zhuku Co-operative Group Housing Society Ltd., Plot No. 16, Sector-65, Ballabgarh has been a consumer of DHBVN bearing account no. 32SS11-1198 under SDO (OP) City-1 Sub Divn., DHBVN, Ballabgarh and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent Nigam was issuing bill without reading on average basis for long. Further, converted the connection from DS to NDS category and charged additional amount since the date of connection. He approached respondent SDO for redressal of his grievance but no action has been taken. 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 02.03.2021 at Faridabad for hearing of the case.

Proceedings were held on 02.03.2021 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 380 dated 2.3.2021 stating that said connection was running in DS category instead of NDS. This was a common area connection in the society. Now, the category has been changed from DS to NDS and new account no. is generated and account overhauled. Complainant was not satisfied. He argued that the common area connection should be treated under DS category and accordingly he had applied for. Respondent SDO was directed to intimate rule under which he had changed the category of connection since date of connection and that he would physically verify the site to ascertain the facts whether the connection should be under DS or NDS category as per rules. Now to come on next date of hearing on 02.04.2021.

Proceedings were held on 02.04.2021. SDO as well as the complainant were present. SDO submitted reply vide memo no. 650 dated 01.04.2021 stating that the nos. of flats have been physically verified and report submitted. The complainant also submitted papers in support of his claim that loads of water supply, lifts and fire fighting should be a part of domestic usage and not commercial usage. SDO is directed to submit reply specific to the HERC guidelines to consider usage of water supply, fire fighting and lifts under domestic category. The SDO was also directed to submit specific replies to the other issues raised by the complainant. Now to come up for hearing on 15.04.2021.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson



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

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

CASE NUMBER	DH / CGRF / 3442 / 2021
DATE OF INSTITUTION	15.02.2021
DATES OF HEARING	02.03.2021, 02.04.2021

**BEFORE THE  
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Babu Lal C/o Siyaram H.no. E-638, S.G.M. Nagar, NIT, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad  
SDO (OP) No.4 S/Divn., DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO.

## **INTERIM ORDER**

Sh. Babu Lal C/o Siyaram H.no. E-638, S.G.M. Nagar, NIT, Faridabad has been a consumer of DHBVN bearing account no. 7333930000 under SDO (OP) No.4 Sub Divn., DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that during April, 2019, meter was replaced and new meter installed inside his premises without box/seal. Since then, bills are being issued without reading on average basis. He approached respondent SDO for redressal of his grievance but no action has been taken. 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 02.03.2021 at Faridabad for hearing of the case.

Proceedings were held on 02.03.2021 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 683 dated 1.3.2021 stating that MCO document had been uploaded on tool by his office but still pending at CBO level. Once the MCO is updated in the system, bill will be corrected as per actual reading. Complainant was not satisfied. Respondent SDO was directed to first re-locate the complainant meter outside the premises within seven days and get the MCO updated from actual date of replacement i.e. April, 2019 and get the rectified bill delivered to the complainant within fifteen days. Now to come on next date of hearing on 02.04.2021.

Proceedings were held on 02.04.2021. SDO as well as complainant were present. SDO requested for another date before the issue gets resolved from CBO. Now to come up for hearing on 15.04.2021.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson



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

**HETRI, SECTOR 16, IDC AREA, GURUGRAM**  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID: [cgrf@dhbvn.org.in](mailto:cgrf@dhbvn.org.in))

CASE NUMBER	DH / CGRF / 3480 / 2021
DATE OF INSTITUTION	08.03.2021
DATES OF HEARING	02.04.2021

**BEFORE THE  
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Nitin Khurana C/o M/S Melrose Overseas, 32, DLF Industrial Area, Phase I, Faridabad regarding unlawful billing charges

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad  
SDO (OP) Mathura Road, DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: SDO.

## **INTERIM ORDER**

Sh. Nitin Khurana c/o M/S Melrose Overseas has an industrial connection under Mathura Road subdivision of Faridabad and therefore, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that during their meter stopped during March 2020 during lock down period and their factory remained closed as per government orders and could resume partial operations only in the last week of May 2020 when the lockdown was partially lifted. That they continued to get bills on average basis and despite their continuous pursual with subdivision, their meter could only be changed during September 2020. That the charging on average basis for the period during which the factory was closed due to lockdown was absolutely wrong and unlawful. He approached respondent SDO for redressal of his grievance but no action has been taken. 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 02.04.2021 at Faridabad for hearing of the case.

Proceedings were held on 02.04.2021 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply but apprised the Forum that he was aware of the issues raised by the complainant and that he would be able to submit detailed reply by the next date of hearing. The complainant submitted some papers in support of his claim that the factory remained closed during the lock down period. Now to come on next date of hearing on 15.04.2021.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson





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

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

CASE NUMBER	DH / CGRF / 3487 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	02.04.2021

**BEFORE THE  
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Wireless Mobile, Sector 28, Faridabad regarding not effecting permanent disconnection.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, greater Faridabad  
SDO (OP) Badrola, DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: SDO.

## **INTERIM ORDER**

M/S Wireless Mobile, House no. 1519, Sector 28, Faridabad is a consumer of DHBVN bearing account no. TW 21 – 0011 under SDO (OP) Badrola, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they had applied for permanent disconnection of their connection but despite repeated requests, the subdivision has not effected the PDCO and also have not generated the final bill. 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 02.03.2021 at Faridabad for hearing of the case.

Proceedings were held on 02.04.2021. SDO as well as complainant were present. SDO submitted reply vide memo no. 08 dated 02.04.2021 stating that connection has been got disconnected from M&P wing but a final report of disconnection was yet to be received from there. The final bill would be generated after receipt of the final report. The Forum directed to deliver final bill to the complainant immediately and close the matter. Now to come up for hearing on 15.04.2021.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson



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

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

CASE NUMBER	DH / CGRF / 3512 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	02.04.2021

**BEFORE THE  
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Anil Dua of Ballabhgarh Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad  
SDO (OP) No.4 S/Divn., DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO.

## **INTERIM ORDER**

Sh. Anil Dua of Ballabgarh Faridabad has been a consumer of DHBVN bearing account no. 6304890000 under SDO (OP) City I Ballabgarh Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had not been receiving the bills for the last 5-6 months and every time he was forced to go to the subdivision and collect the bills. During January 2021, he visited several times to get the bill but was told every time that the bills had not been generated. But suddenly, on 15<sup>th</sup> January 2021, he got the bill but was surprised to see that the due date had already expired. So why should he be made to pay the surcharge for no fault on his part. He further says in the complaint that the subdivision accepted the bill amount without surcharge assuring that the bill would be corrected in the next cycle. But the surcharge has again been levied in the next bill. He approached respondent SDO for redressal of his grievance but no action has been taken. 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 02.03.2021 at Faridabad for hearing of the case.

Proceedings were held on 02.04.2021. SDO as well as complainant were present. SDO submitted reply vide memo no. 648 dated 01.04.2021 stating that his office has already sent the case for correction in the CBO but the same was pending at Hisar CBO. The Forum directed SDO to get the issue resolved and get the corrected bill delivered to the complainant by the next date of hearing. Now to come up for hearing on 15.04.2021.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson