	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3244 / 2020
DATE OF INSTITUTION	19.10.2020
DATES OF HEARING	3.11.2020, 03.12.2020, 05.01.2021, 8.1.21, 19.01.2021, 02.02.2021, 12.02.2021, 02.03.2021, 17.03.2021, 01.07.2021, 15.07.2021, 15.07.2021, 03.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. R.P. Uniyal and others, R/o Park Floors-2, Flat No. T-13/G004, Sector-76, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. ,DHBVN, Greater Faridabad.
SDO (OP) BadrolaS/Divn., DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. R.P. Uniyal and others, R/o Park Floors-2, Flat No. T-13/G004, Sector-76, Faridabad has been the consumer of DHBVN bearing account no. 1202690000 under SDO (OP) Badrola S/Divn. DHBVN, Faridabad. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that the builder was not complying with the HERC regulation dated 22.4.2020 and was deducting additional amount from their pre-paid meters after tempering and changing the setting of the meter for the purposes other than electricity namely common area maintenance charges, GST etc. 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 03.11.2020 at Faridabad for hearing of the case.

Proceeding was held on dated 03.11.2020 at Faridabad. Complainant and respondent SDO were present. SDO did not submit reply. Forum directed respondent SDO to send copy of complaint to the builder/RWA of GHS seeking their reply on the complaint stipulating the period of not more than 7 days. He was also directed to depute area in charge/JE to verify the facts of complaint as per HERC notification dated 22.4.2020 and thereafter submit detailed reply to the Forum with a copy to complainant before the date of hearing.

Proceeding was held on dated 03.12.2020 at Faridabad. Complainant representative and respondent SDO were present. SDO submitted reply vide memo.no.1940 dated 02.12.2020 stating that as per Forum direction, a notice to M/s Countrywide Promoters Pvt. Ltd. and M/s BPTP Ltd. was issued vide memo.no. 1837 dated 17.11.2020 and no. 1938 dated 02.12.2020 respectively. But no reply has been received till date. Further, monthly electricity bill of M/s Countrywide as demanded by the complainant were also provided. The representative of M/s BPTP telephonically requested for another date. During hearing representative of BPTP, Mr. Faisal confirmed that there was no disconnection till date of any allottee. Forum directed the representative of M/s Countrywide/BPTP not to effect disconnection of any allottee due to any reason except non-payment of electricity bill, till decision of case. Respondent SDO was also directed to depute area in charge/JE to verify the facts of complaint as per HERC notification dated 22.4.2020 and thereafter submit detailed reply to the Forum with a copy to complainant before the date of hearing.

Proceeding was held on dated 05.01.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply dated 05.01.2021 stating that as per Forum direction, another notice to M/s Countrywide Promoters Pvt. Ltd. and M/s BPTP Ltd. were issued. But no reply was received till date. The

representative of M/s BPTP telephonically requested for another date. Request allowed.

Proceedings were held on 08.01.2021. All, the complainant, the respondent SDO and representative of Country wide / BPTP were present. The complainant and the representative of BPTP submitted that they had held a meeting recently wherein some solution / settlement has been arrived at for the period prior to coming into force of the latest regulation on Single Point Connection in 2020. Forum directed the representative of Country wide / BPTP that they have no option but to implement the new regulation as such. Mr. Rajiv Gupta appearing for BPTP assured that they would not violate any of the provisions of the Regulation and would come up with a detailed reply before the next date on 19.01.2021. Forum accepted his submissions. Now to come up for hearing on 19.01.2021.

Proceedings were held on 19.01.2021 wherein all the parties were present. The developer submitted their set of papers showing the format of billing the individual consumers but it was disputed by the complainant. It was mutually agreed between the complainant and the developer that they would meet again on 28.01.2021 and would try to reach at some conclusion. The next date was fixed as 02.02.2021.

Proceedings were held on 02.02.2021 but the parties requested for another date owing to their ongoing meetings to verify each other's record. Now to come up on the next date of hearing on 12.02.2021.

Proceedings were held on 12.02.2021. Respondent SDO, the complainant and Mr. Saxena from M/S BPTP were present. Again, the dispute remained the same between the complainant and the developer M/S BPTP. After hearing lot of allegations and counter allegations by both the parties, the Forum decided that officers of DHBVN should visit the site and submit a detailed report to the Forum. Therefore, the Forum directed XEN Greater Faridabad Division to form a committee of 2 nos. SDOs and 2 nos. JEs (including the SDO and JE of the area) and to visit the site and submit a detailed report to the Forum before the next date of hearing 02.03.2021 specifically covering the following points in addition to their other observations, if any:

1. By which meter, the monthly input power to Park Floors-2 is measured and where it is installed
2. How the consumption of common area is measured. Are the meters, if separately installed, are in working order
3. Format of the electricity bill which the developer provides to the residents on monthly / bimonthly basis
4. Are the dual energy meters functional to record the DHBVN and generator

supply separately.

5. Do the total input energy to Park Floors match the sum total of the units for which the bills are collected from the residents by the developer

Now to come up for hearing on 02.03.2021.

Proceedings were held on 02.03.2021. Complainant as well as SDO were present. But from the builder side, a Vakalatnama was received and next date of hearing was sought. On his part, the SDO submitted a brief report on the issues raised by the Forum on the last date of hearing. Even though the report of respondent SDO clarified some important issues, yet it was felt that it lacked in so many ways and there were some very important issues which had not been touched in his report. Therefore, the Forum directed XEN Greater Faridabad Division and the respondent SDO to further conduct a survey of the area and submit a self-speaking report on the following issues:

1. A single line diagram showing the location of single point connection, nos. of plotted colonies / high rise buildings / other areas / societies which are fed from this single point connection
2. Whether, at the entry point of each of these areas as mentioned in para 1 above, any reference meter is installed and working on the basis of which the builder / developer company raises the bills to its residents / occupants
3. Whether the reference meter installed, if any, at the entry point of each of such areas also records the DG set energy or not
4. Are the DG set generated units recorded separately in dual energy meters installed for individual houses and common area power requirements.
5. How does the builder / developer match the total energy billed to them by DHBVN in a month with the sum total of bills of individual consumption of residents every month raised by the builder / developer?
6. Are the dual energy meters installed for recording common area energy functional
7. What is the ratio of domestic energy consumption viz.-a-viz. common area service consumption
8. Checking by committee be done in the shape of checking formats LL 1
9. Any other important point which comes to the notice of committee during checking

The report should be comprehensive and should cover all the above

issues listed. Now, the matter to come up for hearing on the next date 16.03.2021.

Proceedings were held on 17.03.2021. The respondent SDO, the Complainant and Advocate of M/s Country Wide Promoters Mr. R P Kansal were present. The SDO informed that they had tried to survey the area and submit the report but there was no cooperation from the developer M/s Country Wide Promoters. The matter was raised before the Advocate and he was requested to coordinate a meeting of the respondent SDOs with his client and to ask them to furnish all the details related to the issues listed in the earlier hearings. The SDOs were directed to submit the detailed report to the Forum latest by 05.04.2021 with copies to the complainant as well the developer M/S Country Wide Promoters. Also, the complainant and the developer M/S Countrywide Promoters through their advocate were directed to submit their respective observations / comments on the SDO's report latest by 10.04.2021 so that detailed arguments can be held on next date of hearing 15.04.2021. Now to come up for hearing on 15.04.2021.

Proceedings were held on 01.07.2021. The respondent SDO and the Complainants were present but the Advocate of M/s Country Wide Promoters Mr. R P Kansal informed on phone that due to his preoccupation in a court, he was unable to attend the proceedings and therefore requested for another date. The Forum reminded him of the promise he had made during the last hearing and informed that his client did not associate / cooperate the team of subdivision staff in bringing out the facts at the ground. The counsel promised that he would ask his clients to cooperate and help in bringing out facts. The SDO was directed by the Forum to take the matter seriously and submit detailed report on the ground realities as also directed in the last hearing with specific answers to the questions raised. The SDOs were directed to submit the detailed report to the Forum latest by 12.07.2021 with copies to the complainant as well the developer M/S Country Wide Promoters. Also, the complainant and the developer M/S Countrywide Promoters through their advocate were directed to submit their respective observations / comments on the SDO's report latest by 15.07.2021 so that detailed arguments can be held on next date of hearing 15.07.2021. Now to come up for hearing on 15.07.2021.

Proceedings were held on 15.07.2021. The respondent SDO and the Complainants were present. M/S BPTP, the developer was represented by their lawyer Mr. R P Kansal. The SDOs submitted their report which was taken on record, the copies of which were given to the

complainant and the developer. After going through the report, the Forum observed that the SDOs' report was not conclusive. The SDOs apprised that they did not get any support from the developer during checking and they wrote in their report whatever they could find on their own. The Forum reminded the advocate Mr. Kansal of his promise last hearing that he would direct his client to extend full support in fact finding exercise. Mr. Kansal's disputed some of the technical issues raised by the SDOs in their report specially the double booking of the energy generated through DG sets and also the reference meters which could prove the actual consumption in the common area. The Forum advised all the parties to revisit the area with specific teams from their side and help the SDOs' team in finding answers to the specific questions raised in the complaint and as advised by the Forum in previous hearings. The Forum directed the SDOs to submit their supplementary comprehensive report latest by 25th July with copies to complainant and the developer. The Forum also advised the complainant and the developer to submit their comments on the SDOs' report latest by 30th July 2021 so that detailed arguments can be held on 3rd August 2021. Now to come up for hearing on 03.08.2021.

Proceedings were held on 03.08.2021. All the parties were present. The SDOs submitted that due to preoccupation, they could not visit the area and prepare the report and therefore requested for another date. The Forum observed that the SDOs' report had got unnecessarily delayed and therefore directed them to submit the report latest by 16th August 2021 so that arguments can take place on the next date of hearing. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3286 / 2020
DATE OF INSTITUTION	19.11.2020
DATES OF HEARING	03.12.2020, 05.01.2021, 8.1.2021, 02.02.2021, 12.02.2021,

02.3.2021, 17.03.2021, 01.07.2021, 15.07.2021, 06.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Umesh Kumar Prabhakar, H.No.997, Sector-17, Faridabad regarding supply problem.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad.
SDO (OP) S/Divn., DHBVN, Kheri Kalan.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Umesh Kumar Prabhakar, H.No.997, Sector-17, Faridabad is a consumer of DHBVN bearing account no. 1202690000 under SDO (OP) Sub Divn., DHBVN, Kherikalan and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his grievance related to non-erection and commissioning of adequate electrical infrastructure for the plotted colony across sector 75-89, Faridabad developed by the colonizer M/s Countrywide Promoters Pvt. Ltd. The Colonizer has taken BulkSupply DS connection for 928 dwelling units despite the fact that habitation has now taken place by more than 5000 families and at the onset of summer, there are long power cuts on account of inadequate power supply or inadequate power infrastructure. Moreover, the developer has charged Rs.721/- per square yard from thousands of allottees. This is a sheer case of siphoning of funds collected by the developer for laying inadequate infrastructure. 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 first proceeding was held on 03.12.2020 at Faridabad. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 4236 dated 01.12.2020 stating that the matter pertains to colonizer M/s Countrywide Promoters. There are various litigations pending at various level against the said colonizer, as such, requested to allow at least four weeks' time for submission of reply. Forum directed respondent SDO to send copy of said complaint to the colonizer seeking their reply on the complaint stipulating the period of not more than 7 days. He was also directed to depute area incharge/JE to verify the facts of complaint as per HERC notification dated 22.4.2020 and thereafter submit detailed reply to the Forum with a copy to complainant before the next date of hearing. Now to come on next date of hearing on 05.01.2021.

Proceeding was held on dated 05.01.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply dated 05.01.2021 stating that as per Forum direction, another notices to M/s Countrywide Promoters Pvt. Ltd. and M/s BPTP Ltd. were issued. But no reply is received till date. The complainant also submitted some queries which were handed over to respondent SDO for reply. The representative of M/s BPTP telephonically requested for another date. Request allowed. Now to come on next date of hearing on 08.01.2021.

Proceedings were held on 08.01.2021. The Complainant, the respondent SDO and Mr. Rajiv Gupta of BPTP / Country Wide were present. Complainant Mr. Umesh Prabhakar raised the issue that despite the infrastructure cost having been recovered from the individual allottees, the developer M/S Country Wide Promoters / BPTP had not erected the requisite electrical infrastructure. He placed on record copies of certain agreement papers between the buyer and the developer to support his argument. Mr. Rajiv Gupta of BPTP submitted that he would come up with a detailed reply by the next date after which the matter can be argued at length. Forum directed Mr. Rajiv Gupta to go through the papers and other verbal submissions made by the complainant and submit their detailed point wise reply before the next date 19.01.2021. Now to come up hearing on the next date 19.01.2021.

Proceedings were held on 19.01.2021 wherein complainant, the developer and the respondent SDO were present. Mr. Gupta from Country Wide Promoters submitted details of the EDC and other charges paid to the state authorities. Copies of the same were also handed over to the complainant. During arguments, it was decided that the complainant and the developer would again sit together on 28.01.2021 and would exchange all other relevant papers in the interest of justice and would also place the same on record of the Forum and that the case would again be heard on 02.02.2021.

Proceedings were held on 02.02.2021 wherein complainant was present but the developer sought some more time to submit some more papers on the issue. Request was granted. Now to come up for hearing on 12.02.2021.

Proceedings were held on 12.02.2021. Complainant, the respondent SDO and Mr. Saxena from the developer were present. The main point of disagreement between the complainant and the developer remained the same. Complainant argued that since the developer had collected all the charges at the time of sale of property, it was duty of the developer to erect adequate electrical infrastructure out of the money so collected whereas the developer argued that since EDC collected by HUDA / DTCP included the charges against necessary electrical infrastructure including HT lines from nearest substation, it was for the government agencies to put in place the adequate electrical infrastructure. On the issue, as again raised by the complainant regarding inadequacy in the infrastructure and the source of supply, the Forum decided that a committee of Nigam officers should visit the area and submit a single line diagram of the system laid so far and the points of measurement of power flow and the billing mechanism. Therefore, the Forum directed XEN Greater Faridabad to constitute a committee of 2 nos.

SDOs and 2 nos. JEs to go into the concerns of Forum explained above and to submit a detailed report before the next date of hearing on 02.03.2021.

Proceedings were held on 02.03.2021. Complainant as well as SDO were present. But from the builder side, a Vakalatnama was received and next date of hearing was sought. On his part, the SDO submitted a brief report on the issues raised by the Forum on the last date of hearing. Even though the report of respondent SDO clarified some important issues, yet it was felt that it lacked in so many ways and there were some very important issues which had not been touched in his report. Therefore, the Forum directed XEN Greater Faridabad Division and the respondent SDO to further conduct a survey of the area and submit an self-speaking report on the following issues:

1. A single line diagram showing the location of single point connection, nos. of plotted colonies / high rise buildings / other areas / societies which are fed from this single point connection
2. Whether, at the entry point of each of these areas as mentioned in para 1 above, any reference meter is installed and working on the basis of which the builder / developer company raises the bills to its residents / occupants
3. Whether the reference meter installed, if any, at the entry point of each of such areas also records the DG set energy or not
4. Are the DG set generated units recorded separately in dual energy meters installed for individual houses and common area power requirements.
5. How does the builder / developer match the total energy billed to them by DHBVN in a month with the sum total of bills of individual consumption of residents every month raised by the builder / developer?
6. Are the dual energy meters installed for recording common area energy functional
7. What is the ratio of domestic energy consumption viz.-a-viz. common area service consumption
8. Checking by committee be done in the shape of checking formats LL 1
9. Any other important point which comes to the notice of committee during checking
10. Name of the agency who raises electricity bills to individual residents and whether it is authorized to do so under the law

The report should be comprehensive and should cover all the above issues listed. Now, the matter to come up for hearing on the next date 16.03.2021.

Proceedings were held on 17.03.2021. The respondent SDO, the Complainant and Advocate of M/s Country Wide Promoters Mr. R P Kansal

were present. The SDO informed that they had tried to survey the area and submit the report but there was no cooperation from the developer M/s Country Wide Promoters. The matter was raised before the Advocate and he was requested to coordinate a meeting of the respondent SDOs with his client and to ask them to furnish all the details related to the issues listed in the earlier hearings. The SDO were directed to submit the detailed report to the Forum latest by 05.04.2021 with copies to the complainant as well the developer M/S Country Wide Promoters. Also, the complainant and the developer M/S Countrywide Promoters through their advocate were directed to submit their respective observations / comments on the SDO's report latest by 10.04.2021 so that detailed arguments can be held on next date of hearing 15.04.2021. Now to come up for hearing on 15.04.2021.

Proceedings were held on 01.07.2021. The respondent SDO and the Complainant were present. but the Advocate of M/s Country Wide Promoters Mr. R P Kansal informed on phone that due to his preoccupation in a court, he was unable to attend the proceedings and therefore requested for another date. The Forum reminded him of the promise he had made during the last hearing and informed that his client did not associate / cooperate the team of subdivision staff in bringing out the facts at the ground. The counsel promised that he would ask his clients to cooperate and help in bringing out facts. The SDO submitted a report a copy of which was handed over to the complainant. The complainant pointed out that the committee of SDOs had missed the very important and basic issue of the complaint regarding the state of inadequate infrastructure installed by the developer. He informed that the infrastructure installed was merely sufficient for around 2000 residents whereas the number of residents had grown to around 15000. The Forum also observed that while submitting the report, the committee of SDOs missed out on the very basic issue of inadequate infrastructure. The SDOs were supposed to bring out on record the total infrastructure installed and the nos. of residents to whom the supply was being given through this inadequate infrastructure and the nos. of hours for which the supply was being cut by the developers to its residents of the area in question. The SDOs were directed to reinvestigate / revisit the area with reference to the specific query raised in the complaint and the concern expressed by the Forum in previous hearings, specifically the state of inadequate infrastructure and as to how the developer was supplying electricity to its consumers with limited capacity of the feeder he had got sanctioned earlier. Now to come up for hearing on 15.07.2021.

Proceedings were held on 15.07.2021. The respondent SDO and the

Complainant were present. M/S BPTP was represented by their counsel Mr. R P Kansal. The SDOs were reminded of the specific issues which they had missed out in their report submitted during last hearing. The SDOs told that since they were not getting any assistance from the developer, whatever they could find at the site was reported by them in their report. The Forum reminded him of the promise he had made during the last hearing and informed that his client did not associate / cooperate the team of subdivision staff in bringing out the facts at the ground. The counsel promised and assured that he would ask his clients to cooperate and help in bringing out facts. Mr. R P Kansal submitted his reply a copy of which was given to the complainant. The complainant again pointed out that the committee of SDOs had missed the very important and basic issue of the complaint regarding the state of inadequate infrastructure installed by the developer. He informed that the infrastructure installed was merely sufficient for around 2000 residents whereas the number of residents had grown to around 15000. The Forum also observed that while submitting the report, the committee of SDOs missed out on the very basic issue of inadequate infrastructure. The SDOs were supposed to bring out on record the total infrastructure installed and the nos. of residents to whom the supply was being given through this inadequate infrastructure and the nos. of hours for which the supply was being cut by the developers to its residents of the area in question. The SDOs were again directed to reinvestigate / revisit the area with reference to the specific query raised in the complaint and the concern expressed by the Forum in previous hearings, specifically the state of inadequate infrastructure and as to how the developer was supplying electricity to its consumers with limited capacity of the feeder he had got sanctioned earlier. The complainant also submitted that the developer in his own documents had admitted that the development charges specifically against the electrical infrastructure and the power line had been included at the time of sale purchase between them. The Forum observed that SDOs should submit report only regarding ground realities and that the issue of development charges would be dealt with separately on the basis of documents submitted in that regard by the complainant and the developer. The Forum directed the SDOs to submit their report latest by 25th July 2021 with copy to developer and the complainant. The Forum directed the complainant and the developer to submit their comments on the SDOs' report latest by 30th July 2021 so that detailed arguments can be held on 06.08.2021. Now to come up for hearing on 06.08.2021.

Proceedings were held on 06.08.2021. All the parties were present. The SDOs submitted that due to preoccupation, they could not visit the

area and prepare the report and therefore requested for another date. The Forum observed that the SDOs' report had got unnecessarily delayed and therefore directed them to submit the report latest by 16th August 2021 so that arguments can take place on the next date of hearing. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3605 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	15.07.2021, 03.08.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Mayawati, E-Block, 40 feet Road, Faridabad regarding billing problem.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, NIT, Faridabad.
 SDO (OP) S/Divn., DHBVN, No. 3, Faridabad.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Smt. Mayawati, E-Block, 40 feet Road, Faridabad is consumer of DHBVN bearing account no. 3977250000 under SDO (OP) Sub Divn., DHBVN, No. 3, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that for no fault of theirs, the Nigam has charged unwarranted amount on the basis of slowness of meter which in fact was never there. She has been approaching SDO and XEN for withdrawal of the wrong amount. But DHBVN has not taken any action so far. Therefore, she has requested the Forum to redress his grievance.

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 15.07.2021 at Faridabad for hearing of the case.

Proceedings were held on 15.07.2021. Respondent SDO as well as the complainant were present. The SDO submitted reply vide memo no. 890 dated 14.07.2021 and informed that the charging was correct and as per the checking report supplied by M&P wing. The complainant on his side said that the period of dispute was the lockdown period and therefore to charge any amount was wrong and unjustified. The Forum directed the complainant to place on record any proof like GST Return from January 2018 to September 2020 and Sale / Purchase evidence from January 2020 to September 2020 etc. so as to prove that the factory had remained closed. Now to come up for hearing on 03.08.2021.

Proceedings were held on 03.08.2021. Respondent SDO as well as the complainant were present. The SDO had submitted reply vide memo no. 890 dated 14.07.2021 and informed that the charging was correct and as per the checking report supplied by M&P wing. The complainant on his side had said that the period of dispute was the lockdown period and therefore to charge any amount was wrong and unjustified. The Forum had directed the complainant to place on record any proof like GST Return from January 2018 to September 2020 and Sale / Purchase evidence from January 2020 to September 2020 etc. so as to prove that the factory had remained closed. The complainant submitted the copies of GST returns of these periods. The Forum observed that the proof submitted by the complainant required scrutiny and therefore decided to fix up for discussion on the next date of hearing. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3577 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	15.07.2021, 03.08.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Pushpa Bhatt, Flat no. 304, T-24, Park Floor 2, BPTP, Sector 76, Faridabad regarding non-refund of ACD.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Smt. Pushpa Bhatt, Flat no. 304, T-24, Park Floor 2, BPTP, Sector 76, Faridabad is consumer of DHBVN bearing account no. 7582101000 under SDO (OP) Sub Divn., DHBVN, Suburban, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she has been requesting for refund of excess ACD charged DHBVN has not taken any action so far. Therefore, she has requested the Forum to redress his grievance.

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 15.07.2021 at Faridabad for hearing of the case.

Proceedings were held on 15.07.2021. Respondent SDO as well as the complainant were present. The SDO submitted reply vide memo no. 8245 dated 14.07.2021 and informed that his office had already processed and submitted the case for refund of the said mount to the office of XEN Ballabgarh and that the amount would be refunded within a week. The Forum directed the SDO to ensure refund within a week's time. Now to come up for hearing on 03.08.2021.

Proceedings were held on 03.08.2021. Respondent SDO as well as the complainant were present. The SDO did not submit any fresh reply but informed that his office had already processed and submitted the case for refund of the said mount to the office of XEN Ballabgarh and the limit had been demanded from accounts wing. Also, that the amount would be refunded within a week. The Forum directed the SDO to ensure refund within a week's time. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3604 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	15.07.2021, 03.08.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Ashok Kumar Chauhan, J-3137, Part II, Sainik Colony, Sector 49, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Ashok Kumar Chauhan, J-3137, Part II, Sainik Colony, Sector 49, Faridabad is consumer of DHBVN bearing account no. 1941330000 under SDO (OP) Sub Divn., DHBVN, Suburban, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that a wrong entry of Rs. 1.39 lacs had been wrongly made in his account which in fact was against some consumer of CGM Nagar in February 2019. Despite his regular persuasion with the SDO at that time, this amount has not been taken out of his account and which has now swelled to Rs. 1,96,000/-. DHBVN has not taken any action so far to take out this amount from his bill. Therefore, he has requested the Forum to redress his grievance.

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 15.07.2021 at Faridabad for hearing of the case.

Proceedings were held on 15.07.2021. Respondent SDO as well as the complainant were present. The SDO submitted reply vide memo no. 1388 dated 15.07.2021 stating that a refund entry of Rs. 1,87,000/- had been sent to CBO for taking further action. The Forum did not find the reply satisfactory and enquired from SDO that if the refund entry has been made, then has the amount been put in some other account. The SDO could not reply and requested for another date to come up with detailed reply. The Forum directed the SDO to look into the matter and submit comprehensive reply before the next date of hearing.. Now to come up for hearing on 03.08.2021.

Proceedings were held on 03.08.2021. Respondent SDO as well as the complainant were present. The SDO submitted reply vide memo no. 1489 dated 03.08.2021 stating that a refund entry of Rs. 1,87,000/- had been adjusted in the complainant's account but refund of surcharge only was being processed.. The Forum directed SDO to look into the matter and submit comprehensive reply before the next date of hearing.. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3534 / 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	15.07.2021, 03.08.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Babita Rani, 280, Ashoka Enclave, Palla, Faridabad regarding non-refund of ACD.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Smt. Babita Rani, 280, Ashoka Enclave, Palla, Faridabad is consumer of DHBVN bearing account no. 6857840000 under SDO (OP) Sub Divn., DHBVN, Mathura Road, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she has been getting wrong bills with abnormally high amount posted in it without any basis. She had been trying to get the remedy but DHBVN has not taken any action so far. Also, that on one hand the bill had not been corrected and on the other, the connection had been disconnected on non-payment of inflated amount. Therefore, she has requested the Forum to redress his grievance.

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 15.07.2021 at Faridabad for hearing of the case.

Proceedings were held on 15.07.2021. Respondent SDO was not present but the complainant was present. The SDO was contacted telephonically through video call. The Forum directed SDO to submit complete details of the case and the reply before the next date of hearing and in the meanwhile, re-connect the connection. Now to come up for hearing on 03.08.2021.

Proceedings were held on 03.08.2021. Respondent SDO was not present but the complainant was present. The SDO through video call informed that sundry for refund of due amount had been sent to CBO and the correction was expected in next 10 days or so. The Forum directed SDO to submit complete details of the case in his reply along with sundry details and the amount proposed to be refunded. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3579 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	15.07.2021, 03.08.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Bhairab Kumar Jha, House no. 69, Street no. 06, Ganpati Colony, Jagmal Enclave, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad, Faridabad.
SDO (OP) S/Divn., DHBVN, Tilpat, Faridabad.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Bhairab Kumar Jha, House no. 69, Street no. 06, Ganpati Colony, Jagmal Enclave, Faridabad is consumer of DHBVN bearing account no. 8240382712 under SDO (OP) Sub Divn., DHBVN, Tilpat, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been getting wrong bills for the last 4-5 months and that his constant pursual with the subdivision has yielded no results. Therefore, he has requested the Forum to redress his grievance.

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 15.07.2021 at Faridabad for hearing of the case.

Proceedings were held on 15.07.2021. Neither the respondent nor the SDO were present. The SDO requested for another date for filing the reply and looking into the matter. Request was allowed. The Forum directed SDO to submit detailed reply before the next date of hearing. The Forum also directed the complainant to be present on the next date of hearing. Now to come up for hearing on 03.08.2021.

Proceedings were held on 03.08.2021. Complainant was not present but representative of SDO was present. The SDO submitted reply vide memo no. 829 dated 03.08.2021 stating that the bill of the complainant had been corrected and was as per reading and the refund of Rs. 33563/- along with surcharge on account of previous wrong billing has been proposed to CBO for making corrections. Since the complainant was not present to contest the claim of SDO, the Forum decided to fix the next date of hearing before closing the matter. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3609 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	15.07.2021, 03.08.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Sanjay Jha, H. no. 119, Gali no. 21, Surya Vihar, Part III, Madarsa Gali, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad, Faridabad.
 SDO (OP) S/Divn., DHBVN, Tilpat, Faridabad.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Sanjay Jha, H. no. 119, Gali no. 21, Surya Vihar, Part III, Madarsa Gali, Faridabad is consumer of DHBVN bearing account no.0845449395 under SDO (OP) Sub Divn., DHBVN, Tilpat, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been paying all his bills in time but still he has been receiving messages regarding pending bills. He has been requesting clarification but DHBVN has not taken any action so far. Therefore, he has requested the Forum to redress his grievance.

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 15.07.2021 at Faridabad for hearing of the case.

Proceedings were held on 15.07.2021. Neither the respondent nor the SDO were present. The SDO requested for another date for filing the reply and looking into the matter. Request was allowed. The Forum directed SDO to submit detailed reply before the next date of hearing. The Forum also directed the complainant to be present on the next date of hearing. Now to come up for hearing on 03.08.2021.

Proceedings were held on 03.08.2021. Complainant was not present but representative of SDO was present. The SDO submitted reply vide memo no. 828 dated 03.08.2021 stating that the bill of the complainant had been corrected and was as per reading and had sent it to CBO for making corrections in the system. Since the complainant was not present to contest the claim of SDO, the Forum decided to fix the next date of hearing before closing the matter. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3551 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	15.07.2021, 03.08.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Pankaj Jha, Surya Vihar, Part III, Agwanpur, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad, Faridabad.
SDO (OP) S/Divn., DHBVN, Tilpat, Faridabad.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Sanjay Jha, Surya Vihar, Part III, Agwanpur, Faridabad is consumer of DHBVN bearing account no. 6314578824 under SDO (OP) Sub Divn., DHBVN, Tilpat, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has not been getting bills as per readings and that no one has been coming to take the meter reading regularly. He has been requesting to issue the bills as per reading but DHBVN has not taken any action so far. Therefore, he has requested the Forum to redress his grievance.

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 15.07.2021 at Faridabad for hearing of the case.


Proceedings were held on 15.07.2021. Respondent SDO was not present but the Complainant was present. The SDO requested for another date for filing the reply and looking into the matter. Request was allowed. The Forum directed SDO to submit detailed reply before the next date of hearing. The Forum also directed the complainant to be present on the next date of hearing. Now to come up for hearing on 03.08.2021.

Proceedings were held on 03.08.2021. Complainant was not present but representative of SDO was present. The SDO submitted reply vide memo no. 830 dated 03.08.2021 stating that the meter of complainant could not be changed earlier because of non-availability of meter but the same would now be replaced within next 2 days. Since the complainant was not present to contest the claim of SDO, the Forum decided to fix the next date of hearing before closing the matter. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3427 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	02.03.2021, 17.03.2021, 02.04.2021, 01.07.2021, 03.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
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 m7t lab report and copy of DCO effected on 17.03.2016

Now to come up for hearing on 15.04.2021.

Proceedings were held on 01.07.2021. Complainant as well as respondent SDO were present. SDO submitted reply vide memo no. 4217 dated 01.07.2021. The reply

did not contain any information or proof of actual disconnection of the connection. The complainant maintained that the connection had been disconnected in 2012 but the subdivision said that there was no proof available in record which could substantiate complainant's contention. The Forum directed the SDO to place on record the complete consumption data and the meter reading record / ledger etc. right since 4/2013 till the time subdivision says the connection was disconnected. Now to come up for hearing on 02.08.2021.

Proceedings were held on 03.08.2021. Complainant as well as respondent SDO were present. SDO submitted reply vide memo no. 4367 dated 03.08.2021 vide which the reading data and some of the system generated bills were placed on record. The complainant again said that his connection had been disconnected in 2012. The SDO in his reply has said that the billing continued to be made on average basis on account of "Meter Not At Site". The Forum decided to discuss the matter at length on the next date of hearing. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

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

CASE NUMBER	DH / CGRF / 3441 / 2021
DATE OF INSTITUTION	15.02.2021
DATES OF HEARING	02.03.2021, 02.04.2021, 01.07.2021, 03.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
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.

Proceedings were held on 01.07.2021. SDO as well as the complainant were present. SDO had submitted reply vide memo no. 650 dated 01.04.2021 on the last date of hearing stating that the nos. of flats had been physically verified and report submitted. The complainant also had 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 was directed to submit reply specific to the HERC guidelines to consider usage of water supply, fire-fighting and lifts under domestic category. The SDO again submitted reply today vide memo no. 1198 dated 01.07.2021 simply stating that the file of case was not available in his office. This casual approach of the


subdivision was viewed very seriously. The SDO was directed to submit specific replies to all the issues raised by the complainant with reference to the HERC regulations and orders in that regard. Now to come up for hearing on 02.08.2021.

Proceedings were held on 03.08.2021. SDO as well as the complainant were present. SDO had submitted reply vide memo no. 1450 dated 02.08.2021 placing on record the sales circulars in that regard. Copies of the reply was also given to the complainant and it was decided to argue the case on the next date of hearing. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3374 / 2021
DATE OF INSTITUTION	11.01.2021
DATES OF HEARING	02.02.2021, 02.03.2021, 17.03.2021, 01.07.2021, 03.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Vimlesh Kumar Q.No. 1274 Type-III, NH-IV,
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. Vimlesh Kumar Q.No. 1274 Type-III, NH-IV, NIT, Faridabad has been consumer of DHBVN bearing account no. 8076147757 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 bill issued for the month of Oct., 2020 for 81138 units for 249 days of Rs.62602/- was wrong without slab benefit and abnormally high. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 2.2.2021 at Faridabad for hearing of the case.

Proceedings were held on 2.2.2021 at Faridabad. Complainant and respondent SDO were present. Respondent SDO submitted reply vide no. 536 dated 29.1.2021 stating that due to wrong binder, bill of the complainant had been generated on average basis. Now the binder of the complainant has been changed and the bill as generated is as per actual reading and correct. Complainant was not satisfied. He argued that 8138 units for 249 days was abnormally high. As per advice of the Forum, he agreed for testing of his meter. Forum directed complainant to deposit testing fee and respondent SDO to get tested the meter from the LAB. in his presence and overhaul complainant account as per test report.

Proceedings were held on 2.3.2021 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 682 dated 01.03.2021 stating that complainant meter had been got checked from Lab. and found within permissible limit, copy placed on record. Complainant was not satisfied. Forum directed respondent SDO to get the reading retrieved for the period as maximum as possible and provide consumption data of corresponding period of previous year. Complainant was also directed to pay atleast Rs.20000/- within 7 days. 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 reply vide no. 790 dated 16.03.2021 stating that the account had been reconciled and the bill was correct. Reply of the SDO was not in line with the directions given in the last hearing. The SDO was directed to get the reading retrieved for the period as maximum as possible and provide consumption data of corresponding period of previous year. Now to come on next date of hearing on 15.04.2021.

Proceedings were held on 01.07.2021 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 1288 dated 01.07.2021 stating that the account had been reconciled and the bill was correct. Reply of the SDO was not in line with the directions given in the last hearing. The SDO was directed to get the reading retrieved for the period as maximum as possible and provide consumption data of corresponding period of previous year. The SDO was again directed to place on record the consumption data of the

complainant account from the date of connection for assessing the correctness of his reply. Now to come on next date of hearing on 02.08.2021.

Proceedings were held on 03.08.2021 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 1490 dated 03.08.2021 stating that the account had been reconciled and the bill was correct and on the issue of retrieval of previous reading, the reply says that readings prior to January 2021 were not retrievable. Copy of the same was given to the complainant to come up with his understanding of the case. Now to come on next date of hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

INTERIM ORDER

Sh. Gaganpreet Singh, resident of 137, 1st Floor, Back Side Rear Left, Ashoka Enclave 1, Sector 34, Faridabad, is a consumer of DHBVN bearing account no. 4256350000 under SDO (OP) Sub Divn., Mathura Road, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bill issued in the month of January 2021 for 7111 units for the period 06.04.2019 to 16.01.2020 for Rs. 48002/- was abnormally high and without any slab benefit. The old meter showing 682.85 units for the period 06.04.2019 to 15.01.2020 and new meter showing 6429 units for 1 day. This was not understandable. He approached the respondent SDO for redressal of his grievance but no action was 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 17.03.2021 at Faridabad for hearing of the case.

Proceedings were held on 17.03.2021 at Faridabad. Complainant was not present but representative of respondent SDO was present. Respondent SDO did not submit reply and requested for another date to come up with details of the case. The complainant was contacted on phone who told that even though he had paid all the bills up to date yet the respondent DHBVN was sending their staff for disconnection every now and then. Forum directed respondent SDO to get the MCO updated from the actual date of replacement of meter and to get the bill corrected duly overhauled. No coercive action should be taken till final decision of the case. Now to come on next date of hearing on 15.04.2021.

Proceedings were held on 01.07.2021 at Faridabad. Complainant as well as the respondent SDO was present. Respondent SDO did not submit reply and requested for another date to come up with details of the case. The complainant told that even though he had paid all the bills up to date yet the respondent DHBVN was sending their staff for disconnection every now and then. Forum directed respondent SDO to get the MCO updated from the actual date of replacement of meter and to get the bill corrected duly overhauled. No coercive action should be taken till final decision of the case. Now to come on next date of hearing on 02.08.2021.

Proceedings were held on 03.08.2021. Respondent SDO was not present but the complainant was present. The SDO through video call informed that sundry for refund of due amount had been sent to CBO and the correction was expected in next 10 days or so. The Forum directed SDO to submit complete details of the case in his reply along with sundry details and the amount proposed to be refunded. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3588 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	15.07.2021, 03.08.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Praveen Kumar, FCA 937, Chawla Colony, Ballabhgarh, Faridabad regarding no-benefit of Solar Energy Panels installed by him .

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Ballabhgarh, Faridabad.
SDO (OP) S/Divn., DHBVN, City II, Ballabhgarh, Faridabad.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Praveen Kumar, FCA 937, Chawla Colony, Ballabgarh, Faridabad is consumer of DHBVN bearing account no. 9789390000 under SDO (OP) Sub Divn., DHBVN, City II, Ballabgarh, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had installed 5 kW solar panels on roof top way back in 2018 but he has not been given any benefit of energy so produced and also, the Nigam officials do not know how to account for the solar energy as a result of which he has been getting wrong bills for the last 2 years. But DHBVN has not taken any action so far. Therefore, he has requested the Forum to redress his grievance.

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 15.07.2021 at Faridabad for hearing of the case.

Proceedings were held on 15.07.2021. Respondent SDO as well as the complainant were present. The SDO submitted reply vide memo no. 4294 dated 15.07.2021 stating that the benefit was not permissible as per sales circular of the Nigam. The Forum directed the SDO to place on record the monthly / bi-monthly consumption data as taken by the meter reader from the date of installation of net-metering till date and also to bring on record the HERC guidelines on the issue of benefit to solar connections. Now to come up for hearing on 03.08.2021.

Proceedings were held on 03.08.2021. Respondent SDO as well as the complainant were present. The SDO did not submit any fresh reply but said that as per sales circulars in that regard, the benefit was not permissible. The Forum again directed the SDO to place on record the monthly / bi-monthly consumption data as taken by the meter reader from the date of installation of net-metering till date and also to bring on record the HERC guidelines on the issue of benefit to solar connections. Now to come up for hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

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

CASE NUMBER	DH / CGRF / 3661 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	03.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Indus Towers Ltd., Durgapur, Palwal regarding excess charging in the bill.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Palwal.
SDO (OP) City, Palwal.

.....Respondents

Appearance:-

For Complainant: Not Present.

For the Respondent: Not present.

INTERIM ORDER

M/S Indus Towers Ltd., Durgapur, Palwal is a consumer of DHBVN bearing account no. F41RT210190 under SDO (OP) Sub Divn., City, Palwal and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that excess amount had been charged in their bill and that the subdivision was not explaining as to on what basis the excess amount had been charged. He approached the respondent SDO for redressal of his grievance but no action was 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 03.08.2021 at Faridabad for hearing of the case.

Proceedings were held on 03.08.2021 at Faridabad. Complainant as well as SDO were present. SDO submitted reply vide memo no. 2325 dated 30.07.2021 stating that it was a theft of energy case made out by the Vigilance wing and therefore the Forum did not have the jurisdiction to entertain the complaint. The Forum after looking at the reply of the subdivision decided to close the case with direction to both the parties in that regard.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3663 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	03.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Indus Towers Ltd., Chhainsa, Faridabad regarding charging unnecessarily an huge amount on account of declaring the energy meter 100% slow.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad.
SDO (OP) Chhainsa, Faridabad.

.....Respondents

Appearance:-

For Complainant: Not Present.

For the Respondent: Not present.

INTERIM ORDER

M/S Indus Towers Ltd. Chhainsa, Faridabad is a consumer of DHBVN bearing account no. 8591261235 under SDO (OP) Sub Divn., Chhainsa, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that unnecessarily an huge amount on account of declaring the energy meter 100% slow has been charged which was not correct. They approached the respondent SDO for redressal of his grievance but no action was 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 03.08.2021 at Faridabad for hearing of the case.

Proceedings were held on 03.08.2021 at Faridabad. Complainant as well as SDO were present. SDO submitted reply vide memo no. 661 dated 02.08.2021 stating that the charging had been made on the basis of M&P report which had declared the meter as 100% slow. The contents of reply submitted by SDO did not endorse what he said verbally. The Forum directed the SDO to place on record consumption data of the consumer including the period one year prior to the period of dispute and up to date after rectification of fault. Now to come on next date of hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

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

CASE NUMBER	DH / CGRF / 3664 / 2021
DATE OF INSTITUTION	23.07.2021
DATES OF HEARING	03.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS(Through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Kunjyans Heights Ltd. RWA, #1326, MDC, Panchkula / Faridabad for release of connection in HT BDS category applied in 2019

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad.
SDO (OP) Kheri Kalan, Faridabad.

.....Respondents

Appearance:-

For Complainant: Not Present.

For the Respondent: Not present.

INTERIM ORDER

M/S Kunjyans Heights Ltd. RWA, #1326, MDC, Panchkula / Faridabad had applied for electricity connection in HT BDS category on 10.06.2019 for a load of 1234.50 kW and CD of 1371.70 kW on single point which has not yet been released. The Forum has jurisdiction to hear the 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 03.08.2021 at Faridabad for hearing of the case.

Proceedings were held on 03.08.2021 at Faridabad. Complainant as well as SDO were present. SDO did not submit any reply but requested for another date to submit the reply. The Forum directed the SDO to take up the issues para wise and submit the reply parawise so that arguments can start on the next date of hearing. Now to come on next date of hearing on 17.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson