

	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 / 3534 / 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	15.07.2021, 03.08.2021, 17.08.2021, 06.09.2021, 20.09.2021, 04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (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.

Proceedings were held on 17.08.2021. 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 still 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. No coercive action be taken till final resolution of the case. Now to come up for hearing on 02.09.2021.

Proceedings were held on 06.09.2021. 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 still 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. No coercive action be taken till final resolution of the case. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. Respondent SDO as well as the complainant was present. The SDO submitted reply vide memo no. 1456 dated 20.09.2021 stating that an adjustment of Rs. 70905/- has been approved by the CBO and that the correction would be reflected in the next bill. But the complainant apprised that the bill had not been corrected. Also, that the subdivision was not accepting the current bill. The Forum observed that till such time the bill gets corrected, the current bill should be accepted. No coercive action be taken till final resolution of the case. Now to come up for hearing on 04.10.2021.

Proceedings were held on 04.10.2021. Respondent SDO as well as the complainant were present through video call. The SDO again submitted that an adjustment of Rs. 70905/- had been approved by the CBO and that the correction would be reflected in the next bill. He also placed on record the working sheet to prove his point. But the complainant said that even today, the online bill was not showing any correction and requested not to close the case until the corrected bill was delivered to him. The Forum observed that till such time the bill gets corrected, the current bill should be accepted. No coercive action be taken till final resolution of the case. Now to come up for hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3609 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	15.07.2021, 03.08.2021, 17.08.2021, 06.09.2021, 20.09.2021, 04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (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.

Proceedings were held on 17.08.2021. Complainant as well as SDO was present. The SDO submitted reply vide memo no. 916 dated 16.08.2021 stating that the bill of the complainant had been corrected and was as per reading and did not require any further correction. The complainant said that he suspected that his meter had been running fast and he wanted his meter working to be checked up. The SDO told that he would get the meter checked in the laboratory in the presence of the complainant. The Forum directed both the parties to get the meter checked and to submit lab report on the next date of hearing. Now to come up for

hearing on 02.09.2021.

Proceedings were held on 06.09.2021. Complainant as well as SDO was present. The Forum again directed both the parties to get the meter checked and to submit lab report on the next date of hearing. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. Complainant as well as SDO was present. The SDO informed and placed on record that the meter of complainant had been got checked from M&T lab and was found working within permissible limits. But the complainant said that meter was not checked in his presence as he had been out of station. The Forum again therefore again directed SDO to get the meter checked in presence of the complainant and to submit lab report on the next date of hearing. Now to come up for hearing on 04.10.2021.

Proceedings were held on 04.10.2021. Complainant was not present but the SDO was present through video call. The SDO informed that the meter could not be got rechecked because the complainant was not available. The Forum again directed SDO to get the meter checked in presence of the complainant and to submit lab report on the next date of hearing. Now to come up for hearing on 21.10.2021/

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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, 17.08.2021, 06.09.2021, 20.09.2021, 04.10.2021

**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.

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.

Proceedings were held on 17.08.2021. SDO as well as the complainant were present. SDO submitted reply vide memo no. 1544 dated 17.08.2021 placing on record the sanctioned load of all the 19 nos. residents of the society, a copy of which was given to the complainant. Both the parties submitted that they had nothing else to place on record. The Forum after hearing arguments of both the parties decided to call the SDO on the next date of hearing and announce the order. Now to come up for hearing on 02.09.2021.

Proceedings were held on 06.09.2021. SDO as well as the complainant were present. Both the parties submitted that they had nothing else to place on record. The Forum after hearing arguments of both the parties observed that the matter involved a matter of law and regulations and therefore decided to reserve the order to next date of hearing. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. SDO as well as the complainant were present. Both the parties submitted that they had nothing else to place on record. The Forum after hearing arguments of both the parties observed that the matter involved a matter of law and regulations and therefore decided to reserve the order to next date of hearing. Now to come up for hearing on 04.10.2021

Proceedings were held on 04.10.2021. Neither the SDO nor the complainant had been asked to appear. Both the parties had submitted in the

last hearing that they had nothing else to place on record. The Forum after hearing arguments of both the parties observed that the matter involved a matter of law and regulations and therefore decided to reserve the order to next date of hearing. Now to come up for orders on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3477 / 2021
DATE OF INSTITUTION	08.03.2021
DATES OF HEARING	17.03.2021, 01.07.2021, 03.08.2021, 17.08.2021, 06.09.2021, 20.09.2021, 04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Gaganpreet Singh, 137, 1st Floor, Back Side Rear Left, Ashoka Enclave 1, Sector 34, Faridabad.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Not Present.

For the Respondent: Respondent SDO.

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.

Proceedings were held on 17.08.2021. Neither the SDO nor 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 02.09.2021.

Proceedings were held on 06.09.2021. Neither the SDO nor 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 20.09.2021.

Proceedings were held on 20.09.2021. SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 1457 dated 20.09.2021 stating that an adjustment of Rs. 26332/- had been approved by the CBO and that the corrections would be reflected in the next bill. The Forum directed SDO to ensure that the corrected bill gets delivered to the complainant before the next date of hearing. Now to come up for hearing on 04.10.2021.

Proceedings were held on 04.10.2021. Respondent SDO as well as the complainant were present through video call. The SDO again submitted that an adjustment of Rs. 70905/- had been approved by the CBO and that the correction would be reflected in the next bill. He also placed on record the working sheet to prove his point. But the complainant said that even today, the online bill was not showing any correction and requested not to close the case until the corrected bill was delivered to him. The Forum observed that till such time the bill gets corrected, the current bill should be accepted. No coercive action be taken till final resolution of the case. Now to come up for hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3588 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	15.07.2021, 03.08.2021, 17.08.2021, 06.09.2021, 20.09.2021, 04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Praveen Kumar, FCA 937, Chawla Colony, Ballabhgarh, Faridabad is consumer of DHBVN bearing account no. 9789390000 under SDO (OP) Sub Divn., DHBVN, City II, Ballabhgarh, 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.

Proceedings were held on 17.08.2021. Respondent SDO was present but complainant was not present. The SDO submit reply vide memo no, 4405 dated 17.08.2021 stating case for providing solar benefit had already been sent to CBO and that it would be effected in the bill in next 15 days. Now to come up for hearing on 02.09.2021.

Proceedings were held on 06.09.2021. Respondent SDO was present but complainant was not present. The SDO apprised that the case for providing solar benefit had already been sent to CBO and that it would be effected in the bill in next 15 days. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. Respondent SDO was present but complainant was not present. The SDO apprised that the case for providing solar benefit had already been sent to CBO and that it would be effected in the bill in next 15 days. The Forum observed seriously the inordinate delay in addressing the grievance of the complainant and directed to deliver correct bill within next 15 days. Now to come up for hearing on 04.10.2021.

Proceedings were held on 04.10.2021. Respondent SDO was present but complainant was not present. The SDO apprised that the case for providing solar benefit had already been sent to CBO and that it would be effected in the bill in next 15 days. The Forum observed seriously the inordinate delay in addressing the grievance of the complainant and directed to deliver correct bill within next 15 days. Now to come up for hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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, 17.08.2021, 06.09.2021, 20.09.2021, 04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (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.

Proceedings were held on 17.08.2021 at Faridabad. Complainant was present but the SDO was not present. The SDO informed that he was hospitalised and therefore could not attend the hearing. His representative submitted the reply vide latter no. 879 dated 16.08.2021 but it was not relevant and also was not parawise 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 02.09.2021.

Proceedings were held on 06.09.2021 at Faridabad. Complainant was not present but the SDO was present along with his counsel Mr. Ajay Gaur. The SDO did not submit any reply but asked for some more time for making detailed submissions. The Forum directed the SDO to submit the reply parawise so that arguments can start on the next date of hearing. Now to come on next date of hearing on 20.09.2021.

Proceedings were held on 20.09.2021 at Faridabad. Complainant was present on Video Call but the SDO was present. The SDO did not submit any reply but asked for some more time for making detailed submissions. The Forum directed the SDO to submit the reply para-wise so that arguments can start on the next date of hearing. Now to come on next date of hearing on 04.10.2021.

Proceedings were held on 04.10.2021 at Faridabad. Complainant as well as the SDO and his counsel were present through video call / phone. The counsel appearing for DHBVN requested for another date for filing the reply. The Forum directed the SDO to submit the reply para-wise by the next date of hearing so that arguments can start.

Now to come on next date of hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3616 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	15.07.2021, 17.08.2021, 06.09.2021, 20.09.2021, 04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Bindal Rice Mill, Hodal regarding billing problem.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Hodal.
SDO (OP) S/Divn., DHBVN, Hodal.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/S Bindal Rice Mill, Hodal (Palwal) are consumer of DHBVN bearing account no. 0018770000 under SDO (OP) Sub Divn., DHBVN, Hodal and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that an amount of Rs. 784614/- have been charged wrongly as ACD by the mistake on the part of DHBVN and not only that they are not withdrawing it but also are levying surcharge every month. He has been approaching SDO and XEN for withdrawal of the wrong amount along with the surcharge levied on it. 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 present and the complainant connected from Hodal on phone. The SDO did not submit any reply but informed that he was looking into the complaint and would need another date for filing the reply. The request was accepted. The SDO was directed by the Forum to apprise all detail of wrong ACD charged and to give him all detail of charging. Now to come up for hearing on 17.08.2021.

Proceedings were held on 17.08.2021. Respondent SDO as well as complainant were present. The SDO did submitted reply vide memo no. 1435 dated 16.08.2021 but the matter still has not been made clear. The SDO was directed by the Forum to apprise detail of all the amounts charged, whether ACD or other charges, since November 2018 and come out clearly with all the details with a copy to the complainant so that a decision can be arrived at. Now to come up for hearing on 02.09.2021.

Proceedings were held on 06.09.2021. Respondent SDO as well as complainant were present. The SDO submitted reply vide memo no. 1561 dated 01.09.2021 but the matter still has not been made clear. The SDO was directed by the Forum to apprise detail of all the amounts charged, whether ACD or other charges, since November 2018 and come out clearly with all the details with a copy to the complainant so that a decision can be arrived at. The complainant was also directed by the Forum to visit the subdivision for reconciliation. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. Respondent SDO as well as complainant were present. The SDO submitted reply vide memo no. 1669 dated 17.09.2021 but the matter still was not clear with specific reference to the issue raised in the complaint. The SDO was again directed by the Forum to apprise detail of all the amounts charged, whether ACD or other charges, since

November 2018 and come out clearly with all the details with a copy to the complainant so that a decision can be arrived at. The complainant was also directed by the Forum to visit the subdivision for reconciliation. Now to come up for hearing on 04.10.2021.

Proceedings were held on 04.10.2021. Respondent SDO as well as complainant were present. The SDO had submitted reply vide memo no. 1669 dated 17.09.2021 but the issues raised by the complainant had not been made clear. This time also, the representative of subdivision came unprepared not aware of the real issues involved. The Forum viewed seriously the casual approach of SDO. The SDO was again directed by the Forum to apprise detail of all the amounts charged, whether ACD or other charges, since November 2018 and come out clearly with all the details with a copy to the complainant so that a decision can be arrived at. The complainant was also directed by the Forum to visit the subdivision for reconciliation. Now to come up for hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3700 / 2021
DATE OF INSTITUTION	24.08.2021
DATES OF HEARING	06.09.2021, 20.09.2021, 04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Suman Chhabra, FCA, 3864, SGM Nagar, NIT, 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

Smt. Suman Chhabra, FCA, 3864, SGM Nagar, NIT, Faridabad is consumer of DHBVN bearing account no. 3698730000 under SDO (OP) Sub Divn., DHBVN, No. 4, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bill amount for which she had paid through a cheque has not been credited in their account for the last more than 5 years because a fraud had been committed by the bill collection agency M/S Suvidha appointed by the Nigam and that the consumer was being harassed for no fault of theirs. 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 02.09.2021 at Faridabad for hearing of the case.

Proceedings were held on 06.09.2021. Respondent SDO as well as the complainant was present. The SDO submitted reply dated 06.09.2021 stating that it was a case to be handled by the head quarter because it was a case of fraud committed by M/S Suvidha. Matter was discussed with FA Head Quarter and he told that consumers were not being harassed and that he would get this specific case looked into. The Forum directed the SDO to send the complete case to Head Office and submit a complete report by the next date of hearing. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. Respondent SDO as well as the complainant was present. The SDO had submitted reply dated 06.09.2021 stating that it was a case to be handled by the head quarter because it was a case of fraud committed by M/S Suvidha. Matter was discussed with FA Head Quarter and he told that consumers were not being harassed and that he would get this specific case looked into. The Forum again directed the SDO to send the complete case to Head Office and submit a complete report by the next date of hearing. Now to come up for hearing on 04.10.2021.

Proceedings were held on 04.10.2021. Respondent SDO as well as the complainant was present. The SDO had submitted reply dated 06.09.2021 stating that it was a case to be handled by the head quarter because it was a case of fraud committed by M/S Suvidha. Matter was discussed with FA

Head Quarter and he said that consumers were not being harassed and that he would get this specific case looked into. The Forum again directed the SDO to send the complete case to Head Office and submit a complete report by the next date of hearing. Now to come up for hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3596 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	15.07.2021, 17.08.2021, 06.09.2021, 20.09.2021, 04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Hi Tech Poly Rubber, Plot No. 96 – 101, Badhkhal, 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

M/S Hi Tech Poly Rubber, Plot No. 96 – 101, Badhkhal Faridabad are consumer of DHBVN bearing account no. 6495194635 under SDO (OP) Sub Divn., DHBVN, No. 4, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that even though they had got the load enhanced from 250 kW to 300 kW but still the DHBVN has been billing by levying penalty on account of MDI exceeding. This was wrong on the part of DHBVN. That they have been pursuing the matter with DHBVN but no corrections have so far been made. Therefore, they have 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. 1389 dated 15.07.2021 stating that his office has sent the case to CBO for adjusting the excess amount. The Forum observed that the reply was satisfactory. The Forum directed SDO to put up complete case with the date of application of extension of load, dates of rejection, the grounds of rejection, then final sanctioning of extension of load and the penalty on account of MDI levied so far. Now to come up for hearing on 17.08.2021.

Proceedings were held on 17.08.2021. Respondent SDO as well as the complainant were present. The SDO submitted reply vide memo no. 1568 dated 17.08.2021 stating that his office has sent the case to CBO for adjusting the excess amount. The Forum directed SDO to put up complete case with the date of application of extension of load, dates of rejection, the grounds of rejection, then final sanctioning of extension of load and the penalty on account of MDI levied so far. The complainant was also directed to visit the subdivision to clarify the detail of amount refunded and yet to be refunded. Now to come up for hearing on 02.09.2021.

Proceedings were held on 06.09.2021. Respondent SDO as well as the complainant were present. The complainant informed that he had visited the subdivisions many times but the details had not been provided. The Forum directed the SDO to provide all the details to the complainant and asked the complainant to submit his statement on the next date of hearing. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. Respondent SDO as well as the complainant were present. The complainant informed that he had visited the subdivisions many times but the details had not been provided. The Forum directed the SDO to provide all the details to the complainant and asked the complainant to submit his statement on the next date of hearing. Now to come up for hearing on 04.10.2021.

Proceedings were held on 04.10.2021. Respondent SDO as well as the complainant were present. The complainant informed that he had visited the subdivisions many times but the details had not been provided. The Forum directed the SDO to provide all the details to the complainant and asked the complainant to submit his statement on the next date of hearing. Now to come up for hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3763 / 2021
DATE OF INSTITUTION	24.09.2021
DATES OF HEARING	04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Wireless TT Info, Plot No. 1518, Near Hanuman Mandir, Sector 28, Faridabad regarding wrong billing.

.....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

M/S Wireless TT Info, Plot No. 1518, Near Hanuman Mandir, Sector 28, Faridabad is consumer of DHBVN bearing account no. 3283201000 under SDO (OP) Sub Divn., DHBVN, Suburban, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that since November 2020, the Nigam has been serving bills on average basis without taking any reading and therefore they had been made to pay more than what it should be. That he has been pursuing the matter with DHBVN but no corrections have so far been made. Therefore, they have 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 04.10.2021 at Faridabad for hearing of the case.

Proceedings were held on 04.10.2021. Complainant as well as the SDO was present. SDO did not submit reply but apprised that the bills have been corrected as per actual reading. But the complainant said that even though the bills are said to have been corrected, yet there was a difference of around Rs. 1 lac which seems to have been paid more and required reconciliation. The Forum directed the complainant and the SDO to sit together and reconcile the account and to check the correctness of bill. Now to come up for hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3764 / 2021
DATE OF INSTITUTION	24.09.2021
DATES OF HEARING	04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Wireless TT Info, Plot No. 1518, Near Hanuman Mandir, Sector 28, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/S Wireless TT Info, Plot No. 1518, Near Hanuman Mandir, Sector 28, Faridabad is consumer of DHBVN bearing account no. 8407090000 under SDO (OP) Sub Divn., DHBVN, Suburban, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that since November 2020, the Nigam has been serving bills on average basis without taking any reading and therefore they had been made to pay more than what it should be. That he has been pursuing the matter with DHBVN but no corrections have so far been made. Therefore, they have 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 04.10.2021 at Faridabad for hearing of the case.

Proceedings were held on 04.10.2021. Complainant as well as the SDO was present. SDO submitted reply vide memo no.8897 dated 04.10.2021 stating that the bills had been corrected as per actual reading. But the complainant said that even though the bills are said to have been corrected, yet there was a difference of around Rs. 1.25 lacs which seems to have been paid more and required reconciliation. The Forum directed the complainant and the SDO to sit together and reconcile the account and to check the correctness of bill. Now to come up for hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3765 / 2021
DATE OF INSTITUTION	24.09.2021
DATES OF HEARING	04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Wireless TT Info, Plot No. 1518, Near Hanuman Mandir, Sector 28, Faridabad regarding wrong billing.

.....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

M/S Wireless TT Info, Plot No. 1518, Near Hanuman Mandir, Sector 28, Faridabad is consumer of DHBVN bearing account no. 6392100000 under SDO (OP) Sub Divn., DHBVN, Suburban, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that since November 2020, the Nigam has been serving bills on average basis without taking any reading and therefore they had been made to pay more than what it should be. That he has been pursuing the matter with DHBVN but no corrections have so far been made. Therefore, they have 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 04.10.2021 at Faridabad for hearing of the case.

Proceedings were held on 04.10.2021. Complainant as well as the SDO was present. SDO submitted reply vide memo no. 8899 dated 04.10.2021 stating that the bills could not be corrected because the binder had been initiated. The Forum directed the complainant and the SDO to sit together and reconcile the account and to check the correctness of bill. Now to come up for hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3766 / 2021
DATE OF INSTITUTION	24.09.2021
DATES OF HEARING	04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Wireless TT Info, Plot No. 1518, Near Hanuman Mandir, Sector 28, Faridabad regarding wrong billing.

.....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

M/S Wireless TT Info, Plot No. 1518, Near Hanuman Mandir, Sector 28, Faridabad is consumer of DHBVN bearing two account nos. under SDO (OP) Sub Divn., DHBVN, Suburban, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have been trying to get both the connections disconnected permanently but because the subdivision had not been telling them the final dues to be paid, the PDCOs had not been effected. That he has been pursuing the matter with DHBVN but no corrections have so far been made. Therefore, they have 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 04.10.2021 at Faridabad for hearing of the case.

Proceedings were held on 04.10.2021. Complainant as well as the SDO was present. SDO submitted reply vide memo no. 8896 dated 04.10.2021 stating that final dues would be calculated in next 15 days and would be told to the complainant. The Forum directed the SDO to give final dues bills to the complainant so that the same are paid by the complainant and PDCOs are effected. Now to come up for hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3768 / 2021
DATE OF INSTITUTION	24.09.2021
DATES OF HEARING	04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Gupta Tyres & Retreading Company, Opposite Bharat Gas Agency, Old GT Road, Hodal (Palwal) regarding billing problem.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Hodal.
SDO (OP) S/Divn., DHBVN, Hodal.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/S Gupta Tyres & Retreading Company, Opposite Bharat Gas Agency, Old GT Road, Hodal (Palwal) are consumer of DHBVN bearing account no. 5944029819 under SDO (OP) Sub Divn., DHBVN, Hodal and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has a 200 kW connection. A CT / PT fault had occurred on 17.08.2020 which was replaced on 18.08.2020. Similar fault occurred on 21.09.2020. But after the first fault, when M&P team came to seal the chamber, they found the connections reversed on the basis of which an amount of Rs. 6 lacs have been levied in his bill on account of slowness of meter. He is not being told about the details of charging and DHBVN is not withdrawing. He has been approaching SDO and XEN for withdrawal of the wrong amount along with the surcharge levied on it. 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 04.10.2021 at Faridabad for hearing of the case.

Proceedings were held on 04.10.2021. Respondent SDO as well as complainant were present. The SDO did not submit any reply and the person appearing on behalf of SDO had no details of the case. The Forum directed the SDO to submit all details of the case right from the first fault, consumption data from April 2019 up to date, the copies of MT-1 and the establishment of date of occurrence of fault. Now to come up for hearing on 21.10.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(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 / 3767 / 2021
DATE OF INSTITUTION	24.09.2021
DATES OF HEARING	04.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Mr. Anil Dhiman, House no. B – 433, 1st Floor,
Green Field, Faridabad regarding billing problem.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Mr. Anil Dhiman, House no. B – 433, 1st Floor, Green Field, Faridabad is consumer of DHBVN bearing account no. 5866250000 under SDO (OP) Sub Divn., DHBVN, Mathura Road and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill on wrong reading had been generated in November 2020 but it has not been corrected as yet. He has been approaching SDO and XEN for withdrawal of the wrong amount along with the surcharge levied on it. 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 04.10.2021 at Faridabad for hearing of the case.

Proceedings were held on 04.10.2021. Respondent SDO as well as complainant were present. The SDO did not submit any reply and requested for another date for submitting the reply as the binder was in initiated stage as of now. The Forum directed the SDO to submit all details of the case right from the first fault, consumption data up to date. Now to come up for hearing on 03.11.2021.

(PRADEEP LOHAN)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson