



**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 / 3061 / 2020 |
| DATE OF INSTITUTION | 01.07.2020 |
| DATES OF HEARING | 14.07.20, 04.08.20,14.08.20, 2.9.20,01.10.2020, 3.11.2020,03.12.2020& 5.1.2021 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Sh. Rajinder Kumar Lala R/o G-2509, Sector-49,
Sainik Colony, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Not present.

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Sh. Rajinder Kumar Lala R/o G-2509, Sector-49, Sainik Colony, Faridabad has an electricity connection bearing account no. 1519730000 under SDO (OP) No.4 Sub Divn., DHBVN, Old Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that electricity bills are being issued on average basis since September, 2019 and has requested for issue of bill as per meter reading but respondent Nigam has not issued the bill based on the reading due to non-punching of MCO. 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 14.07.2020 at Faridabad for hearing of the case.

The proceedings were held on 14.07.2020 at Faridabad. The complainant and respondent SDO were present. SDO submitted reply vide memo. No. 4204 dated 13.07.2020 stating that in the case of complainant, MCO was issued on dated 19.11.2018 and meter was replaced. But, by software default, the MCO was rejected in R-APDRP system. Now, new case ID No. 2960291491 dated 11.07.2020 has been generated and MCO will be issued by CBO office within two days and accordingly the bill will be corrected in the next billing cycle. Complainant was present who asked to ensure that his bill is corrected in the next billing cycle. Respondent SDO is directed to get the corrected bill delivered to the complainant during the next billing cycle and also to submit action taken report to the Forum. The case will now be listed on 04.08.2020.

The proceedings were held on 04.08.2020 at Faridabad. The complainant and respondent SDO were present. SDO submitted reply vide memo. No. 4382 dated 04.08.2020 stating that as per JE report, detail of old meter was not available at his complaint center and in CA-22. The office was making efforts to trace out the meter record to resolve the complaint as early as possible. Forum was not satisfied with the reply of respondent SDO and his casual approach towards resolution of complaint is viewed seriously. He was directed to ensure that corrected bill be delivered to the complainant before next date.

The proceedings were held on 14.08.2020 at Faridabad. The complainant and respondent SDO were present. SDO submitted reply vide memo. No. 4509 dated 14.08.2020 stating therein that detail of old meter has been found and the same had been to CBO for MCO approval. On receipt of approval, the bill will be corrected in next billing cycle. Respondent SDO was directed to ensure that corrected bill be delivered to the complainant before next date.

Proceedings were held on 02.09.2020 at Faridabad. The complainant and representative of respondent SDO were present. SDO submitted reply vide memo. No. 4617 dated 29.09.2020 stating that MCO case has been completed by CBO office and bill would be corrected after giving slab benefit in the coming billing cycle. Case ID will be generated today. Respondent SDO was directed to ensure that corrected bill be delivered to the complainant before next date.

The proceedings were held on 01.10.2020 at Faridabad. The complainant and

representative of respondent SDO were present. SDO submitted reply vide memo. No. 4882 dated 30.09.2020 stating that complainant account had been overhauled and a sum of Rs.120151/- has been adjusted vide SC&AR No. 102/R190 and sent to CBO office vide ticket no. SD-351573 dated 26.09.2020 and bill will be corrected in the coming billing cycle. Respondent SDO was directed to ensure that manual corrected bill is delivered to the complainant within three days and system generated bill within next seven days.

The proceedings were held on 03.11.2020 at Faridabad. The complainant and respondent SDO were present. SDO did not submit reply however, during hearing, he informed that complainant account has not been overhauled by CBO office as yet. However manual corrected bill is delivered to the complainant and complainant has paid the same. Forum directed respondent SDO to get the bill rectified from CBO by pursuing in person and get it delivered to him.


Proceedings were held on 03.12.2020 at Faridabad. The complainant was not present but respondent SDO was present. SDO did not submit reply however, ensured that corrected bill will be delivered to the complainant within fifteen days. Forum directed respondent SDO to get the bill rectified from CBO by pursuing in person and get it delivered to him.

Proceedings were held on 05.01.2021 at Faridabad. The complainant was not present but representative of respondent SDO was present. SDO did not submit reply however, ensured that corrected bill will be delivered to the complainant within fifteen days. Forum directed respondent SDO to get the bill rectified from CBO by pursuing in person and get it delivered to him. Now to come on next date of hearing on 02.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K.
MEHTA)MemberAccounts

(SANJEEV CHOPRA)
Chairperson

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|  | FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005 Telephone No. 01662-223081 HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in) |
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| CASE NUMBER | DH / CGRF / 3004 / 2020 |
| DATE OF INSTITUTION | 27.04.2020 |
| DATES OF HEARING | 09.06.20,14.07.20,04.08.20,14.8.20,2.9.20 ,16.9.20,15.10.20, 3.11.2020, 03.12.2020& 5.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Sh. Harsh Rampal, H.No.876, Sector-15,
Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Sh. Harsh Rampal, H.No.876, Sector-15, Faridabad has got an electricity connection bearing account no. 7876590000 under SDO (OP) East Sub Divn., DHBVN, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that wrong bills were being issued to him since Oct., 2019. He had paid an amount of Rs.108172/- on the due date i.e. 2.7.2018 but wrong bills were received thereafter also. In the month of Oct., 2019, he received a bill of Rs.186679/- with previous and present billing as 50081 and meter status as defective. 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 09.06.2020 at Faridabad for hearing of the case.

The proceedings were held on 09.06.2020 through video conferencing at Faridabad. The complainant was not present but respondent SDO was present. SDO submitted reply vide memo. no. 4441 dated 04.06.2020 stating therein that meter of the complainant was removed on 14.06.2018 due to defaulting amount. The same amount was deposited by the complainant on 02.07.2018. After that, meter was installed at complainant premises but the same was not entered in the ledger. Now, meter was found defective and case was sent to CBO for change of meter approval. The account would be overhauled after replacement of meter. So, he requested for another date. Request was allowed and next date fixed as 14.07.2020.

The proceedings were held on 14.07.2020 at Faridabad. Complainant was not present but the respondent SDO was present. SDO submitted reply vide memo. No. 4610 dated 13.07.2020 stating therein that the meter of the complainant had been changed and the case had been sent to CBO for approval. Entry of MCO was pending due to binder initiation but it would be entered after closing of the binder group. He further stated that the meter had also been checked by M&T Lab. on dated 24.06.2020 and as per Lab. report, the meter had been found dead stop. So, account of the complainant would also be overhauled after closing of his billing group. Respondent SDO was directed to overhaul the account of the complainant and that the corrected bill duly overhauled be delivered to the complainant by 28.07.2020 with a copy to Forum.

The proceedings were held on 04.08.2020 at Faridabad. Complainant was not present but the respondent SDO was present. SDO submitted reply vide memo. No. 4712 dated 29.07.2020 stating therein that the MCO of the consumer had been effected on 28.07.2020. However, the group of the said account was under initiation. The account would be over-hauled after generating of new bill

and recording of new meter reading. Respondent SDO assured that the account of the complainant would be overhauled before 14.08.2020. The Forum directed the respondent SDO that corrected bill duly overhauled be delivered to the complainant before 14.08.2020 with a copy to the Forum.

The proceedings were held on 14.08.2020 at Faridabad. Neither complainant nor respondent SDO was present. The Forum directed the respondent SDO to ensure his attendance on next date of hearing with corrected bill duly overhauled which should also be delivered to the complainant before 02.09.2020 with a copy to the Forum. Now, to come up for hearing on the next date 02.09.2020.

The proceedings were held on 02.09.2020 at Faridabad. Neither complainant nor respondent SDO was present. It was a matter of concern that during last hearing too, both complainant as well as respondent did not appear, which was viewed very seriously. The Forum directed the respondent SDO to ensure his attendance on next date of hearing with corrected bill duly overhauled which should also be delivered to the complainant before 16.09.2020 with a copy to the Forum. In lieu of laxity and carelessness, the Forum directed respondent SDO to remit Rs.10000/- as penalty, receipt of which should be placed on record.

The proceedings were held on 16.09.2020 at Faridabad. Complainant was not present but respondent SDO was present. It is a matter of concern that during last hearings too, the complainant did not appear. The respondent SDO vide memo. no. 4892 dated 15.9.2020 intimated that BR-2 for Rs.89170/- has been sent to CBO on 4.9.2020 for adjustment but, the same had not been approved till date. The Forum directed the respondent SDO to ensure that corrected bill duly overhauled is delivered to the complainant within fifteen days with a copy to the Forum. Forum directed respondent SDO to place on record copy of receipt of Rs.10000/- levied as penalty.

The proceedings were held on 15.10.2020 at Faridabad. Complainant was not present but representative of respondent SDO was present. The respondent SDO vide memo. no. 5022 dated 15.10.2020 intimated that BR-2 for Rs.89170/- sent to CBO on 4.9.2020 for adjustment has not been approved till date. Complainant account will be adjusted after approval from CBO Hisar. The Forum directed the respondent SDO to personally take up the issue with CBO and ensure that corrected bill duly overhauled be delivered to the complainant within ten days with a copy to the Forum.

The proceedings were held on 03.11.2020 at Faridabad. Complainant was not present but representative of respondent SDO was present. The respondent SDO did not submit reply, however, intimated that BR-2 for Rs.89170/- sent to CBO on 4.9.2020 for adjustment has not been approved till date. The Forum

directed the respondent SDO to personally take up the issue with CBO and ensure that corrected bill duly overhauled be delivered to the complainant within ten days.

The proceedings were held on 03.12.2020 at Faridabad. Complainant and respondent SDO were present. The respondent SDO vide memo. no. 5153 dated 25.11.2020 vide which it was intimated that BR-2 for Rs.89170/- sent to CBO on 4.9.2020 for adjustment has not been approved till date. The Forum directed the respondent SDO to personally take up the issue with CBO and ensure that corrected bill duly overhauled be delivered to the complainant within ten days with a copy to the Forum.

The proceedings were held on 05.01.2021 at Faridabad. Complainant and representative of respondent SDO were present. The respondent SDO did not submit reply however it was intimated that BR-2 for Rs.89170/- sent to CBO on 4.9.2020 for adjustment has not been approved till date. The Forum directed the respondent SDO to personally take up the issue with CBO and ensure that corrected bill duly overhauled be delivered to the complainant within ten days with a copy to the Forum. Now to come up for hearing on the next date 02.02.2021.

(MANOJ YADAV)
Member Technical

(NARESHK.MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3097 / 2020 |
| DATE OF INSTITUTION | 27.07.2020 |
| DATES OF HEARING | 14.08.2020, 02.09.2020, 01.10.2020, 03.11.2020, 03.12.2020, 05.01.2021 & 08.01.2021 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of M/s Krishna Rice Mill, Old GT Road, Hodel
(Palwal) regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative .

For the Respondent: Respondent SDO

INTERIM ORDER

M/s Krishna Rice Mill, Old GT Road, Hodel (Palwal) has an electricity connection bearing account No. 2726901000 under SDO (OP) S/Divn., DHBVN, Hodal. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that they have an electric connection having sanctioned load of 415 kW. Respondent Nigam charged Rs.133481/-, Rs.133481/-, Rs.178462/- and Rs.121063/- as ACD/Sundry charges during the month of April, May, July & December, 2019 respectively. When enquired from the office, they told that the amount of Rs.400443/- charged in excess would be refunded being charged wrongly. But, till date, excess amount charged as ACD neither refunded nor adjusted. They requested the Forum to redress their complaint and get refunded/adjusted the excess amount along with interest.

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 14.08.2020 at Faridabad for hearing of the case.

The proceedings were held on 14.08.2020 at Faridabad. Complainant was present but none from respondent SDO. However, as per telephonic talk with Xen. (OP) Hodel, he informed that the facts are in notice with him and the complaint will be redressed and reported to the Forum within ten days.

The proceedings were held on 02.09.2020 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO vide his letter dated nil informed that ACD amount of Rs.400443/- has been refunded through CBO on 31.08.2020 and this will be reflected in the bill to be issued in the month of Sep. he further stated that surcharge on the above amount will also be adjusted in the subsequent month's bill. Forum directed respondent SDO to ensure refund of surcharge and adjustment of excess ACD amount along with interest after recalculation as per instructions within 20 days.

The proceedings were held on 01.10.2020 at Faridabad. Complainant representative and representative of respondent SDO were present. Respondent SDO vide his letter dated 1420 dated 01.10.2020 informed that surcharge on excess ACD was adjusted vide sundry no. 48/R45 and sent to CBO on 31.08.2020 and this will be reflected in the next bill. Forum directed respondent SDO to ensure release of excess ACD amount along with interest after recalculation as per instructions within 20 days.

The proceedings were held on 03.11.2020 at Faridabad. Complainant representative was present but respondent SDO was not present. As per telephonic talk with Xen. (OP) Hodel, he confirmed that the grievance of complainant has been resolved but rectification still pending from CBO. Forum directed respondent SDO to get the bill rectified from CBO and submit detailed reply personally on next date of hearing on 03.12.2020.

The proceedings were held on 03.12.2020 at Faridabad. Complainant

representative and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 1769 dated 27.11.2020 stating therein that amount of excess ACD has been allowed but surcharge Rs.24609/- and interest on ACD Rs.23725/- is still pending at CBO level which will be allowed after approval. So far as interest on excess ACD as charged earlier and refunded in Sep., 2020 is concerned, it will be reviewed and if admissible, will be processed for refund. Forum directed respondent SDO to ensure compliance, as assured, before next date of hearing on 05.01.2021.

The proceedings were held on 05.01.2021 at Faridabad. Complainant representative and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 1944 dated 31.12.2020 stating therein that amount surcharge Rs.24609/- and interest on ACD Rs.23725/- was sent to CBO but CBO has approved Rs.17784/-. This office is reviewing it and will submit detailed reply on next date of hearing. Forum directed respondent SDO to ensure compliance, as assured, before next date of hearing on 02.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
MemberAccounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3067 / 2020 |
| DATE OF INSTITUTION | 22.07.2020 |
| DATES OF HEARING | 14.08.20, 2.9.20, 01.10.20,3.11.20, 03.12.20& 5.1.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Sh. Pankaj Bhalotia, Flat No. 1104, Gracious Tower, Imperial Estate, Sector-82, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Pankaj Bhalotia, Flat No. 1104, Gracious Tower, Imperial Estate, Sector-82, Faridabad has electricity connections bearing account No. 2202690000 (F15-BSHT-0004 & G15-DSHT-0015) under SDO (OP) S/Divn., DHBVN, Kheri Kalan, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that:

1. There have been continuous and frequent faults, breakdowns, fuse off, no supply of power ever since the independent feeder energized in the month of June/July, 2014. Some of the breakdowns for the period July, 2019 to Oct., 2019 are mentioned in the complaint. Respondent Nigam neither taking over the maintenance and operation work from power house to housing society nor reimbursing the expenditure incurred by the society.
2. There has not been any single payment of penalty and compensation by the respondent Nigam for not meeting standard of performance as prescribed under the HERC regulation, 2004.
3. Electricity wire from Power House to the society is in bad shape and is defective now and requires replacement by respondent Nigam in accordance with provisions of regulation 4.10 of HERC Regulation, 2016 to get uninterrupted power supply.
4. There has not been passing of any feeder loss by respondent Nigam while doing monthly billing ever since the independent feeder got energized. DHBVN is doing billing based on meter reading taken at power house, whereas they have to take meter reading at housing society end in accordance with the provisions of 4.8.2(5) of HERC Regulation, 2016.
5. In the month of July, 2019, there was another electricity connection got added to the independent feeder of society, which is in contradiction to the provision of 4.8.2 of HERC Regulation, 2016. Independent feeder was erected under self-execution scheme and energized in June/July, 2016.

Complainant also intimated that there are two more complaints already ongoing at CGRF DHBVN and at Electricity Ombudsman, HERC respectively for similar matters and are currently pending for adjudication. CGRF in one of the complaints recently pronounced an impugned judgment. This complaint is for such continuous and frequent faults, breakdowns, fuse off, no supply of power etc. that has been occurred after filing of both the above complaints and also due to connecting another connection to independent feeder of the society.

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 14.08.2020 at Faridabad for hearing of the case.

The proceedings were held on 14.08.2020 at Faridabad. Complainant and representative of respondent SDO were present. SDO did not submit reply. However, representative of respondent SDO requested to allow some time to prepare and submit

point wise reply. Request allowed to submit reply within seven days with an advance copy to the complainant.

The proceedings were held on 02.09.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide no. Spl.1 dated 30.08.2020 and the complainant submitted rejoinder. Respondent SDO requested to allow some time to prepare and submit point wise reply on rejoinder. Request allowed.

The proceedings were held on 01.10.2020 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide no. Spl.1 dated 27.09.2020 which was delivered to the complainant for submission of rejoinder within three days. Respondent SDO is directed to prepare and submit point wise reply on rejoinder within next seven days. Complainant also submitted additional complaint on dated 01.10.2020, delivered to respondent SDO for submission of reply within seven days.

The proceedings were held on 03.11.2020 at Faridabad. Complainant and representative of respondent SDO were present. SDO vide no. 3978 dated 02.11.2020 intimated that to defend the case, Sh. Raj Kumar Bhati was engaged as counsel on behalf of Nigam and due to illness, he was not able to attend/file written statement as on date as such, requested for another date. Requested allowed.

The proceedings were held on 03.12.2020 at Faridabad. Complainant and respondent SDO were present. SDO vide letter dated 03.12.2020 submitted his reply through Sh. Raj Kumar Bhati who was engaged as counsel on behalf of Nigam. Copy of the same was handed over to the complainant for information. Forum directed complainant to submit his rejoinder, if any, within seven days to respondent SDO. Respondent SDO is directed to submit his counter reply by next ten days with a copy to the complainant also

The proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO were present. SDO did not submit his reply, however, ensured to submit his reply within ten days. Respondent SDO is directed to submit his counter reply by next ten days with a copy to the complainant also. Now to come on next date of hearing on 19.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3207 / 2020 |
| DATE OF INSTITUTION | 09.10.2020 |
| DATES OF HEARING | 3.11.20, 03.12.2020& 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Smt. Anjna Gupta, 401, Gokul Apartment,
Sector-45, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Smt. Anjna Gupta, 401, Gokul Apartment, Sector-45, Faridabad has been the consumer of DHBVN bearing account no. 1934070713 under SDO (OP) No.4 S/Divn.DHBVN, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that her meter was running faulty since July, 2019 and same was replaced on 3.2.2020 after lot or persuasion but, bills were being issued on average basis without reading as yet. She has therefore 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 03.11.2020 at Faridabad for hearing of the case.

The proceedings were held on 03.11.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no.061 dated 02.11.2020 stating therein that account of the complainant has been overhauled and Rs.23999/- are adjusted vide SC&AR No.20S/1 and the same will be refunded in next bill. Forum directed respondent SDO to make compliance, as assured during hearing.

The proceedings were held on 03.12.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no.227 dated 02.12.2020 stating therein that account of the complainant has been overhauled and Rs.23999/- are adjusted vide SC&AR No.20S/1 and the same is still pending at CBO level. Complainant was not satisfied with the reply of respondent SDO and argued that his refund amount was approx. Rs.70000/-. Forum directed to complainant to visit office of respondent SDO who will reconcile the account and provide the detail of refund.

The proceedings were held on 05.01.2021 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no.386 dated 04.01.2021 stating therein that account of the complainant has been overhauled and Rs.23999/- are adjusted and the same will be reflected in the next bill. Complainant argued that he had visited office of respondent SDO two times but none of the representative/SDO attended/provided details of refund. Forum observed that respondent SDO is not serious in attending consumer grievances/direction of hon'ble Forum and directed respondent SDO to attend the complainant as and when he comes in his office to get the account reconciled and provide the detail of refund. Now, to come on next date of hearing on 02.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
MemberAccounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3227 / 2020 |
| DATE OF INSTITUTION | 09.10.2020 |
| DATES OF HEARING | 3.11.20, 03.12.2020& 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of M/s ATC Telecom Tower, Plot No.1519 near Hanuman Mandir, Sector-28, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/s ATC Telecom Tower, Plot No.1519 near Hanuman Mandir, Sector-28, Faridabad has been the consumer of DHBVN bearing account no. 8431753068 under SDO (OP) S/US/Divn. DHBVN, Ballabhgarh. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that respondent Nigam is charging wrong bills on average basis due to non-punching of MCO since Oct., 2018 to date. However, payments are being made under protest. They have therefore requested the Forum to redress their 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.

The proceedings were held on 03.11.2020 at Faridabad. Complainant was present but none from respondent SDO was present. Non appearance of respondent SDO was viewed seriously by the Forum. Forum directed complainant to visit sub divisional office within 2-3 days to apprise the issue of complaint to respondent SDO and respondent SDO was directed on phone to submit detail reply personally on next date of hearing.

The proceedings were held on 03.12.2020 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo.no. 5066 dated 1.12.2020 stating therein that MCO updating was pending at CBO level and ensured that it would be got updated and rectification would be reflected in the next bill. Complainant was not satisfied. Forum directed respondent SDO to personally visit CBO and get updated MCO and rectified bill be delivered, as assured.

The proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO were present. Respondent SDO did not submit reply, however, he informed that MCO of the complainant has been updated in the system and rectification would be reflected in the next bill. Complainant was not satisfied. Forum directed respondent SDO to personally visit CBO and get rectification approved and rectified bill be delivered. Now, to come on next date of hearing on 02.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3236 / 2020 |
| DATE OF INSTITUTION | 14.10.2020 |
| DATES OF HEARING | 3.11.2020, 03.12.2020 & 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of M/s ATC Telecom Tower, Plot No.1519 near Hanuman Mandir, Sector-28, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/s ATC Telecom Tower, Plot No.1519 near Hanuman Mandir, Sector-28, Faridabad has been the consumer of DHBVN bearing account no. 3594731725 under SDO (OP) S/Divn. DHBVN, Tilpat. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that respondent Nigam is charging wrong bills on average basis due to non-punching of MCO since Oct., 2018 to date. However, payments are being made under protest. They have therefore requested the Forum to redress their 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.

The proceedings were held on 03.11.2020 at Faridabad. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 6007 dated 03.11.2020 stating therein that LT CT meter was replaced by M&P team in 2018 but the same was not updated in CCB due to non providing of report by M&P. Now, in view of said complaint record has been taken from M&P wing and case submitted to CBO for updating MCO in CCB which will be reflected in next billing cycle. Forum directed to respondent SDO to pursue with CBO for rectification.

The proceedings were held on 03.12.2020 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo.no. 6188 dated 2.12.2020 stating therein that MCO updating was pending at CBO level and ensured that it will be got updated and rectification will be reflected in the next bill. Complainant was not satisfied. Forum directed respondent SDO to personally visit CBO and get updated MCO and rectified bill be delivered, as assured.

The proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO were present. Respondent SDO did not submit reply and requested for another date to furnish reply. Forum directed respondent SDO to personally visit CBO and get updated MCO and rectified bill be delivered. Now, to come on next date of hearing on 02.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
MemberAccounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3237 / 2020 |
| DATE OF INSTITUTION | 14.10.2020 |
| DATES OF HEARING | 3.11.2020, 03.12.2020 & 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Smt. Renu Yadav C/o Union Bank of India,, 208, Ward-33, Mohna Road, Near Yadav Diary, Ballabgarh regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Not present.

For the Respondent: Respondent SDO

INTERIM ORDER

Smt. Renu Yadav C/o Union Bank of India, 208, Ward-33, Mohna Road, Near Yadav Diary, Ballabhgarh has been the consumer of DHBVN bearing account no. 3425990000 under SDO (OP) City-I S/Divn. DHBVN, Ballabhgarh. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that the bill issued during 9/2020 for Rs.1118670/- was abnormally high and was wrong. In addition, during the period 12.8.2017 to 14.03.2018, 3 nos. bills issued for the units consumed as 35905, 19560 & 39731 were also abnormally high and wrong. But, due to outstanding dues, her connection was disconnected. She has therefore 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 03.11.2020 at Faridabad for hearing of the case.

The proceedings were held on 03.11.2020 at Faridabad. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted reply vide memo.no. 2246 dated 3.11.2020 stating therein that complainant bill has already been corrected by R-APDRP system, copy placed on record. Forum directed complainant to appear before the Forum on next date of hearing to plead her case.


The proceedings were held on 03.12.2020 at Faridabad. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted reply vide memo.no. 2457 dated 3.12.2020 stating therein that complainant bill has already been corrected by R-APDRP system, copy placed on record. Forum observed that reply of respondent SDO was not satisfactory and was viewed seriously the casual approach towards attending complainants of consumers. Therefore, Forum directed complainant to visit respondent SDO office within a week time and also appear before the Forum on next date of hearing to plead her case. Respondent SDO is directed to submit detailed reply along with M&T Lab. report/analysis of abnormality.

The proceedings were held on 05.01.2021 at Faridabad. Complainant was not present but respondent SDO was present. Respondent SDO submitted reply vide memo.no. 2639 dated 05.01.2021 stating therein that complainant bill has already been corrected by R-APDRP system, copy placed on record. However, he requested for another date for supplying requisite data as desired by Forum during earlier hearing. Therefore, Forum directed complainant to visit respondent SDO office within a week time and also appear before the Forum on next date of hearing to plead her case. Respondent SDO is directed to submit detailed reply along with M&T Lab. report/analysis of abnormality. Now, to come up on next date of hearing on 02.02.2021.

(MANOJ YADAV)

(NARESH K. MEHTA)

(SANJEEV CHOPRA)

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|  | 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 / 3245 / 2020 |
| DATE OF INSTITUTION | 10.10.2020 |
| DATES OF HEARING | 3.11.2020, 03.12.2020 & 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Sh. P.S. Bisht, 782, Sector-37, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. P.S. Bisht, 782, Sector-37, Faridabad has been the consumer of DHBVN bearing account no. 7472940000 under SDO (OP) Mathura Road S/Divn.DHBVN, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that bill issued on 16.10.2019 for Rs.50309.65 for 6435 units was abnormally high and wrong. Thereafter, subsequent bill issued for the month of Dec., 2019 and Feb., 20 were also issued on average basis without reading which were also abnormally high. He has therefore requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 03.11.2020 at Faridabad for hearing of the case.

The proceedings were held on 03.11.2020 at Faridabad. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 2666 dated 2.11.2020 stating therein that complainant was having a sanctioned load of 14.3 kW and the bill raised on 16.10.2019 was on the basis of actual consumption for the period 11.6.2019 to 16.10.2019 (127 days). After that, meter was replaced on 2.12.2019 being defective. Abnormal bill for Rs.22159/- during 12-2019 raised due to MCO was pending for approval. Later on, Rs.24030/- were adjusted in 2/2020. Now the bill is raised as per reading recorded in the meter. Complainant was not satisfied with the reply of respondent SDO. Forum directed respondent SDO to retrieve the reading of old meter and submit the detailed reply before the Forum on next date of hearing.


The proceedings were held on 03.12.2020 at Faridabad. Complainant was present but none of respondent SDO was present. Respondent SDO submitted reply vide memo.no. 2840 dated 03.12.2020 stating therein that complainant account has been overhauled as per final reading available in the meter during MCO and average bill upto 2/2020 has been corrected and amount of (-) Rs.23034/- is due for adjustment which will be reflected in the next billing cycle. Respondent SDO telephonically also requested for next date of hearing. Forum directed respondent SDO not to take coercive action till decision of the case and ensure rectification of bill during next billing cycle, as assured.

The proceedings were held on 03.12.2020 at Faridabad. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 4768 dated 01.01.2021 stating therein that the adjustment of (-) Rs.23034/- due is still pending from CBO. Complainant was not satisfied. He argued that bill dated 16.10.2020 which is on average basis was abnormally high and need adjustment. Forum directed respondent SDO to review complainant bill dated 16.10.2020 and also provide consumption data of old meter prior to its replacement and of new meter from installation to date. Now, to come up on next date of hearing on 02.02.2021. Also follow up with CBO personally for adjustment of (-) Rs.23034/-. Now to come on next date of hearing on 02.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
MemberAccounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3244 / 2020 |
| DATE OF INSTITUTION | 19.10.2020 |
| DATES OF HEARING | 3.11.2020, 03.12.2020 & 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| 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 therein that the builder was not complying with the HERC regulation dated 22.4.2020 and deducting additional amount from his pre paid meter 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 not more than 7 days. He is 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 therein 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 is 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 therein that as per Forum direction, another notices 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. Now to come on next date of hearing on 08.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
MemberAccounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3262 / 2020 |
| DATE OF INSTITUTION | 28.10.2020 |
| DATES OF HEARING | 03.12.2020& 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO

INTERIM ORDER

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

Complainant has filed the present complaint stating therein that respondent SDO has not paid interest on ACD from the date of payment of ACD. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 03.12.2020 at Faridabad for hearing of the case.

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

Proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 7039 dated 05.01.2021 stating therein that interest on ACD for FY 2015-16, 2016-17 and 2019-20 has already been given to the complainant, copy of respective electricity bill showing payment of interest was placed on record. So far as detail for FY 2017-18 and 2018-19 is concerned, the same is under process. Data prior to 2015-16 is not available with his office. Forum directed respondent SDO to search office record prior to 2015-16, and ensure payment of interest for the left out period since date of connection as per Nigam instructions and furnish detailed reply within fifteen days. Complainant is also directed to provide data, if any available, to the respondent SDO to facilitate the payment. Now to come on next date of hearing on 02.02.2021.

**(NARESH K.
MEHTA)MemberAcco
unts**

**(MANOJ YADAV)
Member Technical**

**(SANJEEV CHOPRA)
Chairperson**

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|  | 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 / 3284 / 2020 |
| DATE OF INSTITUTION | 13.11.2020 |
| DATES OF HEARING | 03.12.2020& 05.01.2021 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Sh. Ran Vijay Singh, B-4096, 1st Floor, Back side Greenfield Colony, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Ran Vijay Singh, B-4096, 1st Floor, Back side Greenfield Colony, Faridabad has been consumer of DHBVN bearing account no. 8573740000 under SDO (OP) Mathura Road Sub Divn., DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that his meter became faulty last year and thereafter no bill issued to him despite pursuance with respondent SDO office. He was surprised to see the bill over Rs.1.00 lac. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 03.12.2020 at Faridabad for hearing of the case.

Proceedings were held on 03.12.2020 at Faridabad. Complainant was present but none of respondent SDO was present. SDO submitted reply vide no. 2841 dated 03.12.2020 stating that the meter of the complainant was replaced during 10.08.2016 but the same was entered late in the system due to which complainant's billing was raised on average basis. Now, the CCB is under up-dation and bill will be corrected after 10.12.2020. Forum directed respondent SDO to make compliant as per as per assurance within fifteen days. No coercive action be taken till decision of case.

Proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide no. 4768 dated 05.01.2021 stating that the CCB is still under up-dation and bill will be corrected within fifteen days after completion of binder. Forum directed respondent SDO to make compliant as per as per assurance within fifteen days. Now to come on next date of hearing on 02.02.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3285 / 2020 |
| DATE OF INSTITUTION | 13.11.2020 |
| DATES OF HEARING | 03.12.2020& 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Smt. Soniya Handa W/o Sh. Rakesh Handa,
 Khori Farmlenders, Khori Jamalpur, Faridabad regarding shifting of connection.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO& Xen.

INTERIM ORDER

Smt. Soniya Handa W/o Sh. Rakesh Handa, Khori Farmlenders, Khori Jamalpur, Faridabad has been consumer of DHBVN bearing account no. FC34-DC22-0524 under SDO (OP) Sub Divn., DHBVN, Pali and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that her power supply should be restored through RDS feeder instead of AP feeder to which it was shifted so that we may get full time 3 phase electricity supply. 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 03.12.2020 at Faridabad for hearing of the case.

Proceedings were held on 03.12.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide no. 2167 dated 02.12.2020 stating that during the process of shifting of AP connections, the connection of the complainant was also shifted on AP feeder. Moreover, for providing light load, this office made arrangement for single phase supply in the locality to redress grievance of consumers. It is further added that there is no right of way to segregate from AP to RDS feeder. Complainant was not satisfied. Forum directed respondent SDO/XEN to access the technical feasibility of bifurcation of AP and RDS feeder and submit detailed report on next date of hearing.

Proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO & Xen. were present. SDO did not submit, however, requested for another date to furnish detailed reply. Request allowed. Now to come on next date of hearing on 19.01.2021.

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

**(MANOJ YADAV)
Member Technical**

**(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 / 3299 / 2020 |
| DATE OF INSTITUTION | 19.11.2020 |
| DATES OF HEARING | 03.12.2020& 05.01.2021 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Sh. Surender Kumar, R/o 3E, 23(BP), NH-3,
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. Surender Kumar, R/o 3E, 23(BP), NH-3, Faridabad has been consumer of DHBVN bearing account no. 0124540000 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 therein that he has already cleared bills raised upto 3/2018 for 49302 units in respect of old meter. Upto Sep. 2020 total reading of new meter is 17000 units since 3/2018 out of which he has already paid for 8804 units and for remaining 8196 units, bill should not be more than Rs.51634.80. He requested to equate this amount in 12 equal installments so that he could plan for payment. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 03.12.2020 at Faridabad for hearing of the case.

The proceedings were held on 03.12.2020 at Faridabad. Complainant and respondent SDO were present. SDO did not submit reply. Forum directed the complainant to visit office of respondent SDO who would reconcile the account and submit detailed reply within fifteen days.

The proceedings were held on 05.01.2021 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 388 dated 4.1.2021 stating therein that the account of the complainant is overhauled and Rs.52597/- are adjusted vide SC&AR No.19S/124 and the same is pending at the level of CBO. Complainant argued that his MCO is still not updated. Forum directed the complainant to visit office of respondent SDO who would reconcile the account and submit detailed reply within fifteen days. Respondent SDO is also directed to pursue with CBO personally for approval of adjustment and ensure rectified bill is issued to complainant. Now, to come on next date of hearing on 02.02.2021.

**(NARESH K.
MEHTA)MemberAccounts**

**(MANOJ YADAV)
Member Technical**

**(SANJEEV CHOPRA)
Chairperson**

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|  | 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 / 3306 / 2020 |
| DATE OF INSTITUTION | 25.11.2020 |
| DATES OF HEARING | 03.12.2020& 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

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

Complainant has filed the present complaint stating therein that respondent SDO has not paid interest on ACD from the date of payment of ACD. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 03.12.2020 at Faridabad for hearing of the case.

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

Proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 7038 dated 05.01.2021 stating therein that interest on ACD for FY 2016-17 to 2019-20 has already been given to the complainant, copy of respective electricity bill showing payment of interest was placed on record. Data prior to 2015-16 is not available with his office. Forum directed respondent SDO to search office record prior to 2015-16, and ensure payment of interest for the left out period since date of connection as per Nigam instructions and furnish detailed reply within fifteen days. Complainant is also directed to provide data, if any available, to the respondent SDO to facilitate the payment. Now to come on next date of hearing on 02.02.2021.

(NARESH MEHTA)
MemberAccounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3286 / 2020 |
| DATE OF INSTITUTION | 19.11.2020 |
| DATES OF HEARING | 03.12.2020& 05.01.2021 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| 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 has been 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 therein that his grievance related to non-commission of electrical infrastructure for plotted colony across sector 75-89, Faridabad by the colonizer M/s Countrywide Promoters Pvt. Ltd. Colonizer has taken bulk DS connection for 928 dwelling units despite the habitation has taken place by more than 5000 families and on the onset of summer, there are long power cuts on account of inadequate power supply or inadequate power structure. Moreover, the developer has charged Rs.721/- per square yard from thousands allottees. This is 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 proceedings were held on 03.12.2020 at Faridabad. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 4236 dated 1.12.2020 stating therein 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 is 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 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 therein 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.

**(NARESH K.
MEHTA)MemberAccounts**

**(MANOJ YADAV)
Member Technical**

**(SANJEEV CHOPRA)
Chairperson**

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|  | 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 / 3266 / 2020 |
| DATE OF INSTITUTION | 03.11.2020 |
| DATES OF HEARING | 03.12.2020& 05.01.2021 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Sh. Naresh Kumar C/o M/s Krishna Rice Mill, Old G.T. Road, Opp. Tyagi Mandir, Hodel Distt. Palwal regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Naresh Kumar C/o M/s Krishna Rice Mill, Old G.T. Road, Opp. Tyagi Mandir, Hodal Distt. Palwal has been consumer of DHBVN bearing account no. 2726901000 under SDO (OP) Sub Divn., DHBVN, Hodal and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that he has an industrial connection with CD 415 kVA. The bill issued on dated 30.05.2020 for the period 1.3.2020 to 1.05.2020 (62 days) includes MDI penalty for Rs.316242/-, which is wrong since MDI shown in this bill is 435 kVA. As per Nigam instructions, penalty is levied in case MDI exceeds over 5% of sanctioned CD. As such, reading of MDI meter is within permissible limit, hence, MDI penalty is not chargeable. Further, MDI penalty should not be levied for not more than one month, in case chargeable. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 03.12.2020 at Faridabad for hearing of the case.

The proceedings were held on 03.12.2020 at Faridabad. Complainant representative and respondent SDO were present. Respondent SDO did not submit reply and requested for another date for detailed reply. Request allowed.

The proceedings were held on 05.01.2021 at Faridabad. Complainant representative and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 1944 dated 31.12.2020 stating therein that his office has made the adjustment of Rs.316242/- plus Rs.28814/- interest thereon for the period 7/2020 to 12/2020 vide sundry no. 158/R-45 and sent to CBO for approval. Forum directed respondent SDO to pursue with CBO for approval of adjustment. Now to come on next date of hearing on 02.02.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3332 / 2020 |
| DATE OF INSTITUTION | 14.12.2020 |
| DATES OF HEARING | 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Sh. Pardeep Kumar Padia C/o Sunshine Tech Pvt. Ltd., Plot No.20, 1st Floor, DLF Indl. Area, Phase-2, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Pardeep Kumar Padia C/o Sunshine Tech Pvt. Ltd., Plot No.20, 1st Floor, DLF Indl. Area, Phase-2, Faridabad has an electricity connection bearing account No. 5345963168 under SDO (OP) S/Divn., DHBVN, Mathura Rd., Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that since April, 2019 bills are issued to him on average basis without taking reading. He approach respondent SDO many times but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 05.01.2021 at Faridabad for hearing of the case.

The proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO were present. Respondent SDO did not submit reply, however, assured that MCO of the complainant will be updated and account overhauled as per actual reading. Forum directed respondent SDO to ensure update of MCO and overhaul of the account, as assured during hearing within twenty days. Now to come on next date of hearing on 02.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH 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 / 3334 / 2020 |
| DATE OF INSTITUTION | 14.12.2020 |
| DATES OF HEARING | 05.01.2021 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Smt. Uparna Kale, Vakil Farm, Khori
Farmlenders, Khori Jamalpur, Faridabad regarding shifting of connection.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO& Xen.

INTERIM ORDER

Smt. Uparna Kale, Vakil Farm, Khori Farmlenders, Khori Jamalpur, Faridabad has been consumer of DHBVN bearing account no. F34-DC-0438& F34-DC-0523 under SDO (OP) Sub Divn., DHBVN, Pali and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that her power supply should be restored through RDS feeder instead of AP feeder to which it was shifted so that we may get full time 3 phase electricity supply. 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 05.01.2021 at Faridabad for hearing of the case.

Proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO & Xen. were present. SDO did not submit, however, requested for another date to furnish detailed reply. Request allowed. Now to come on next date of hearing on 19.01.2021.

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

**(MANOJ YADAV)
Member Technical**

**(SANJEEV CHOPRA)
Chairperson**

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|  | 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 / 3335 / 2020 |
| DATE OF INSTITUTION | 14.12.2020 |
| DATES OF HEARING | 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

In the matter of complaint of Sh. Naresh Kumar, VPO Ateli, Tehsil Ballabgarh
Distt. Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Not present

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Sh. Naresh Kumar, VPO Ateli, Tehsil Ballabgarh Distt. Faridabad has an electricity connection bearing account No. F36-AA14-1746 under SDO (OP) S/Divn., DHBVN, Chhainsa, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that a notice for payment of Rs.15963/- was received from respondent Nigam, which is wrong since I have already paid Rs.6254/- on 11.12.2018 under surcharge waiver scheme. As per the scheme, said amount should have been waived off. He approached respondent SDO many times but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 05.01.2021 at Faridabad for hearing of the case.

The proceedings were held on 05.01.2021 at Faridabad. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted reply vide no. 3108 dated 05.1.2021 stating therein that Rs.15963/- with surcharge has now been adjusted vide SC&AR No.401/1126 dated 07.12.2020 as per SWS scheme. Forum directed complainant to attend hearing on next date as last opportunity and respondent SDO to ensure delivery of rectified bill within twenty days. Now to come on next date of hearing on 02.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH MEHTA)
MemberAccounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 3314 / 2020 |
| DATE OF INSTITUTION | 02.12.2020 |
| DATES OF HEARING | 05.01.2021 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH MEHTA | MEMBER ACCOUNTS |
| MANOJ YADAV | MEMBER TECHNICAL |

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present

For the Respondent: Respondent SDO

PROCEEDING

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 05.01.2021 at Faridabad for hearing of the case.

The proceedings were held on 05.01.2021 at Faridabad. Complainant and respondent SDO were present. Respondent SDO requested for another date. Request allowed. Now to come on next date of hearing on 02.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson