

	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 & 8.1.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
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) Badrola S/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. Forum directed the representative of M/s Countrywide/BPTP not to effect disconnection of any allottee due to any reason except non-payment of electricity bill, till decision of case. Respondent SDO was also directed to

depute area in-charge/JE to verify the facts of complaint as per HERC notification dated 22.4.2020 and thereafter submit detailed reply to the Forum with a copy to complainant before the date of hearing.

Proceeding was held on dated 05.01.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply dated 05.01.2021 stating that as per direction, notices to M/s Countrywide Promoters Pvt. Ltd. and M/s BPTP Ltd. were issued. But no reply has been 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

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

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson

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CASE NUMBER	DH / CGRF / 3286 / 2020
DATE OF INSTITUTION	19.11.2020
DATES OF HEARING	03.12.2020, 05.01.2021 & 8.1.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN
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 that as per Forum direction, another notice to M/s Countrywide

Promoters Pvt. Ltd. and M/s BPTP Ltd. were issued. But no reply has been received till date. The complainant also submitted some queries which were handed over to respondent SDO for reply. The representative of M/s BPTP telephonically requested for another date. Request allowed. Now to come on next date of hearing on 08.01.2021.

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

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson