



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)

CASE NUMBER	DH / CGRF / 3387 / 2021
DATE OF INSTITUTION	14.01.2021
DATES OF HEARING	12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Smt. Ratna Sahai, Sahai 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: Not present.

For the Respondent: Respondent SDO.

INTERIM ORDER

Smt. Ratna Sahai, Sahai Farm, Khori Farmlenders, Khori Jamalpur, Faridabad has been consumer of DHBVN bearing account no. F34-AA-15-1228 under SDO (OP) Sub Divn., DHBVN, Pali and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that her power supply should be restored through RDS feeder instead of AP feeder to which it was shifted so that they 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 12.02.2021 at Faridabad for hearing of the case.

Proceedings were held on 12.02.2021 at Faridabad. Complainant and respondent SDO & Xen. were present. SDO did not submit, however, requested for another date to furnish detailed reply. Request allowed.

Proceedings were held on 12.02.2021 at Faridabad. Complainant was not present but respondent SDO was present. SDO did not submit reply and requested for another date to furnish detailed reply. 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. Now to come on next date of hearing on 02.03.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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CASE NUMBER	DH / CGRF / 3262 / 2020
DATE OF INSTITUTION	28.10.2020
DATES OF HEARING	03.12.2020, 05.01.2021, 02.02.2021 & 12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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

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

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
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CASE NUMBER	DH / CGRF / 3306 / 2020
DATE OF INSTITUTION	25.11.2020
DATES OF HEARING	03.12.2020, 05.01.2021, 2.2.21 & 12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative.

For the Respondent: Respondent SDO

INTERIM ORDER

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

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

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

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

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

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

Proceedings were held on 12.02.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide no. 7264 dated 12.02.2021 stating that all efforts have been made by his office and matter has also been taken up with M/s HARTRON but record prior to 2015-16 was not traceable so far. Further, the complainant has also not provided any documentary evidence as directed by the Forum earlier. Detail of interest on ACD has already been provided. Representative of complainant was also unable to provide any documentary evidence. Forum directed respondent SDO to search office record prior to 2015-16 and ensure payment of interest for the left-out period since date of connection as per Nigam instructions and furnish detailed reply within fifteen days and ensure presence personally on next date of hearing. Year wise detail of interest on ACD be also provided. Complainant was also directed to provide data, if any available, to the respondent SDO to facilitate the payment. This is last opportunity failing which decision will be taken on merit. Now to come on next date of hearing on 16.03.2021.

(NARESH MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson



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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, 19.1.2021, 2.2.21 & 12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. 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: Representative of 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.

The proceedings were held on 19.01.2021 at Faridabad. Complainant was not present but representative of respondent SDO was present. Complainant through mail dated 18.1.2021 and respondent SDO through letter no. 4594 dated 19.1.2021 requested for another date. Request allowed.

The proceedings were held on 02.02.2021 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO furnished reply to rejoinder of the complainant which has been handed over to the complainant. Now to come on next date of hearing on 12.02.2021 for arguments.

Proceedings were held on 12.02.2021. Both the parties were directed to argue their case and at the end submit their respective arguments in writing. All the issues raised in the complaint and the respective replies and rejoinders submitted by both the parties were argued one by one. At the end of arguments, the complainant as well as defendant were directed to submit their written arguments within 5 days so that the order can be passed on the next date of hearing 02.03.2021. As such, 02.03.2021 is fixed for order.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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CASE NUMBER	DH / CGRF / 3244 / 2020
DATE OF INSTITUTION	19.10.2020
DATES OF HEARING	3.11.2020, 03.12.2020, 05.01.2021, 8.1.21, 19.01.2021, 02.02.2021 & 12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. 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 that the builder was not complying with the HERC regulation dated 22.4.2020 and was deducting additional amount from their pre-paid meters after tempering and changing the setting of the meter for the purposes other than electricity namely common area maintenance charges, GST etc. He requested the forum to redress his complaint.

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

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

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

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

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

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

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

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

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

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

supplies separately

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

Now to come up for hearing on 02.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(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, 02.02.2021 & 12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

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

Complainant has filed the present complaint stating that his grievance related to non-erection and commissioning of adequate electrical infrastructure for the plotted colony across sector 75-89, Faridabad developed by the colonizer M/s Countrywide Promoters Pvt. Ltd. The Colonizer has taken Bulk Supply DS connection for 928 dwelling units despite the fact that habitation has now taken place by more than 5000 families and at the onset of summer, there are long power cuts on account of inadequate power supply or inadequate power infrastructure. Moreover, the developer has charged Rs.721/- per square yard from thousands of allottees. This is a sheer case of siphoning of funds collected by the developer for laying inadequate infrastructure. He has requested the Forum to redress his complaint.

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

The first proceeding was held on 03.12.2020 at Faridabad. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 4236 dated 01.12.2020 stating that the matter pertains to colonizer M/s Countrywide Promoters. There are various litigations pending at various level against the said colonizer, as such, requested to allow at least four weeks' time for submission of reply. Forum directed respondent SDO to send copy of said complaint to the colonizer seeking their reply on the complaint stipulating the period of not more than 7 days. He was also directed to depute area incharge/JE to verify the facts of complaint as per HERC notification dated 22.4.2020 and thereafter submit detailed reply to the Forum with a copy to complainant before the next date of hearing. Now to come on next date of hearing on 05.01.2021.

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

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

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

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

Proceedings were held on 12.02.2021. Complainant, the respondent SDO and Mr. Saxena from the developer were present. The main point of agreement between the complainant and the developer remained the same. Complainant argued that since the developer had collected all the charges at the time of sale of property, it was duty of the developer to erect adequate electrical infrastructure out of the money so collected whereas the developer argued that since EDC collected by HUDA / DTCP included the charges against necessary electrical infrastructure including HT lines from nearest substation, it was for the government agencies to put in place the adequate electrical infrastructure. On the issue, as again raised by the complainant regarding inadequacy in the infrastructure and the source of supply, the Forum decided that a committee of Nigam officers should visit the area and submit a single line diagram of the system laid so far and the points of measurement of power flow and the billing mechanism. Therefore, the Forum directed XEN Greater Faridabad to constitute a committee of 2 nos. SDOs and 2 nos. JEs to go into the concerns of Forum explained above and to submit a detailed report before the next date of hearing on 02.03.2021.

(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 / 3389 / 2021
DATE OF INSTITUTION	14.01.2021
DATES OF HEARING	12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Anil Kumar Maghan C/o Sh. O.P. Sachdeva, A-2320, 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: Not present.

For the Respondent: None from respondent SDO.

INTERIM ORDER

Sh. Anil Kumar Maghan C/o Sh. O.P. Sachdeva, A-2320, Faridabad has been a consumer of DHBVN bearing account no. 3987350000 under SDO (OP) Sub Divn., DHBVN, Mathura Road, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill for the month of July, 2020 onwards have been raised on fictitious meter reading having no relevance with the actual reading. He approached the 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 12.02.2021 at Faridabad for hearing of the case.

Proceedings were held on 12.02.2021 at Faridabad. Both complainant and respondent SDO were not present. Forum viewed seriously negligence on the part of both complainant as well as the respondent and directed them to ensure presence on next date of hearing and respondent SDO to ensure that rectified bill is delivered to the complainant after due verification of reading well before next date of hearing. Now to come on next date of hearing on 16.03.2021.

(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 / 3394 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Smt. Varsha Goel W/o of CA Gautam Goel, H.No. 706 Sector-21A, Faridabad regarding PDCO.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO.

INTERIM ORDER

Smt. Varsha Goel W/o of CA Gautam Goel, H.No. 706 Sector-21A, Faridabad has been consumer of DHBVN bearing account no. (temp.) 9368769894 under SDO (OP) Sub Divn., DHBVN, No.4, Old Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she had applied for PDCO of her temporary connection on dated 25.7.2016 and simultaneously approval for 3 phase permanent connection. Permanent connection was released and meter was installed and at the same time the temporary meter was removed from site. But, till date, temporary account is active and respondent Nigam is issuing bills regularly. She approached the respondent SDO for redressal of her grievance but no action was taken. She has requested the Forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 12.02.2021 at Faridabad for hearing of the case.

Proceedings were held on 12.02.2021 at Faridabad. Both complainant and respondent SDO were present. Respondent SDO submitted his reply vide no. 589 dated 10.02.2021 stating that temporary account has been closed from the system on 6.10.2020, copy of PDCO was placed on record. Case ID has been registered for adjustment of wrong billing amount and the same is pending as yet. Complainant was not satisfied. Forum directed respondent SDO to trace out the old PDCO and get affected the same from actual date and get resolved the issue well before next date of hearing. Now to come on next date of hearing on 16.03.2021.

(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 / 3397 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Suresh Kumar, C-202, Golf Enclave, Sector-21C, 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: Present.

For the Respondent: Respondent SDO.

INTERIM ORDER

Sh. Suresh Kumar, C-202, Golf Enclave, Sector-21C, Faridabad has been a consumer of DHBVN bearing account no. 2923830000 under SDO (OP) Sub Divn., DHBVN, No.4, Old Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his meter has been defective since 19.09.2019 and bills were being issued on average basis without taking the reading. Meter was replaced on 31.12.2019 but still the bills are issued on average basis without reading. He approached respondent SDO for redressing 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 12.02.2021 at Faridabad for hearing of the case.

Proceedings were held on 12.02.2021 at Faridabad. Both complainant and respondent SDO were present. Respondent SDO did not submit his reply, however, assured that MCO of the complainant will be updated on the system from actual date and rectified bill will be delivered to the complainant within fifteen days. Forum directed respondent SDO to get affected the MCO from actual date and get resolved the issue well before next date of hearing. Now to come on next date of hearing on 16.03.2021.

(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 / 3398 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Rajesh Kumar, 193, Gali No. 10, Surya Vihar Part-2, Sehatpur, 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: None from respondent SDO.

INTERIM ORDER

Sh. Rajesh Kumar, 193, Gali No. 10, Surya Vihar Part-2, Sehatpur, Faridabad has been a consumer of DHBVN bearing account no. 4470914256 under SDO (OP) Sub Divn., DHBVN, Tilpat and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bill issued for the month of Oct., 2020 for an amount of Rs.39764/- was higher and wrong which was due to late updating of MCO. Actual date of replacement of old meter was 11.04.2019 but it was updated on 27.7.2020. He approached the respondent SDO for redressing 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 12.02.2021 at Faridabad for hearing of the case.

Proceedings were held on 12.02.2021 at Faridabad. Complainant was present but none from respondent SDO was present. Forum viewed seriously casual approach of respondent SDO. Forum directed respondent SDO to ensure his presence on next date of hearing in person and to effect the MCO from actual date and get the issue resolved before next date of hearing. Now to come on next date of hearing on 02.03.2021.

(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 / 3400 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Vikash Kumar, D-765/4, Om Enclave Part-2,
Near Agwanpur, 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: None from respondent SDO.

INTERIM ORDER

Sh. Vikash Kumar, D-765/4, Om Enclave Part-2, Near Agwanpur, Faridabad has been consumer of DHBVN bearing account no. 5188860000 under SDO (OP) Sub Divn., DHBVN, Tilpat and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that sparking has been taking place in his meter since 10.11.2020 resulting in fluctuation in supply. He approached 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 12.02.2021 at Faridabad for hearing of the case.

Proceedings were held on 12.02.2021 at Faridabad. Complainant was present but none from respondent SDO was present. Forum viewed seriously casual approach of respondent SDO. Complainant stated that on 29.01.2021, his meter has been replaced but bill is still being issued on average basis. Forum directed respondent SDO to ensure his presence on next date of hearing in person and, affected the MCO from actual date and get resolved the issue well before next date of hearing. Now to come on next date of hearing on 02.03.2021.

(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 / 3413 / 2021
DATE OF INSTITUTION	01.02.2021
DATES OF HEARING	12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Sharwan Kumar, H.No.222, Gali No.1, Surya Vihar Part-2, Near Shiv Mandir, Gyassi Kothi, Faridabad regarding replacement of damaged/banded pole.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Not present.

For the Respondent: None from respondent SDO.

INTERIM ORDER

Sh. Sharwan Kumar, H.No.222, Gali No.1, Surya Vihar Part-2, Near Shiv Mandir, Gyassi Kothi, Faridabad has been a consumer of DHBVN under SDO (OP) Sub Divn., DHBVN, Tilpat and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that a pole near his residence is in abandoned condition and may fall any time resulting in mishap. Photograph of site was placed on record. 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 12.02.2021 at Faridabad for hearing of the case.

Proceedings were held on 12.02.2021 at Faridabad. Both complainant and respondent SDO were not present. Forum viewed seriously negligence on the part of complainant and respondent SDO. Forum directed complainant and respondent SDO to ensure their presence on next date of hearing and respondent SDO to submit detailed report after site verification well before next date of hearing. Now to come on next date of hearing on 02.03.2021.

(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 / 3399 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	12.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Lekh Raj, Dabua Colony, Gazipur, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Not present.

For the Respondent: Respondent SDO.

INTERIM ORDER

Sh. Lekh Raj, Dabua Colony, Gazipur, Faridabad has been consumer of DHBVN bearing account no. 3588690000 under SDO (OP) Sub Divn., DHBVN, Pali and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that meter terminal got burnt on 30.03.2020 and the meter was replaced on 11.08.2020 with final reading as 3330 kWh but the bill received was showing bogus reading of 10063 kWh. He approached respondent SDO for redressing 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 12.02.2021 at Faridabad for hearing of the case.

Proceedings were held on 12.02.2021 at Faridabad. Complainant was not present but respondent SDO was present. Respondent SDO submitted reply vide no. 2704 dated 28.01.2021 stating that meter was replaced on 11.08.2020 and also updated on the same date on the system with IR as 01 and DFR as 3330 kWh but the system charged average of 1796 units instead of difference of reading, which was 63 units (3330-3267). Forum directed complainant to ensure his presence on next date of hearing otherwise decision will be taken on merit. Respondent SDO was also directed to submit detailed reply along with instructions of charging bill on average basis. Now to come on next date of hearing on 02.03.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson