

	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, 08.01.2021 & 19.01.2021

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. Unniyal 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.

Proceedings were held on 19.01.2021. Complainant, representative of BPTP / Countrywide Promoters and the SDO were present. The complainant as well as the representative of developer Mr. Rajiv Gupta apprised the Forum that they had held a meeting among themselves to resolve the issue but the issue could not be resolved. At the same time assured that they were holding meetings regularly and assured that before the next date, they would be coming up with a settlement on the pending issues of the complainant. During submissions by all the parties concerned, the Forum observed that main bone of contention between the complainant, other residents and the developer was non-recording of the grid and diesel generator electricity separately. Mr. Rajiv Gupta of Countrywide Promoters apprised that even though the energy meters installed for recording individual consumptions were dual type and were capable of recording the two consumptions separately but the residents were not allowing the facility of dual recording to be used. The Forum directed the developer and the complainant that dual energy recording

facility should be immediately put in use and hence forth, the grid energy and DG set energy should be recorded separately. Also that the developer shall ensure that the energy meters of common area usage will also be dual energy recording capable and hence forth grid energy and DG set energy would be recorded separately. The complainant produced some previous energy consumption data which the developer's concerned person was not able to authenticate. As such, the Forum decided and directed that all the relevant data duly authenticated and verified by both the parties should be submitted to Forum latest by 28.01.2021 so that arguments can take place on the next date of hearing 02.02.2021. The developer's representative was told that under the law, electricity connection can not be disconnected on any other reason except for non-payment of electricity bill and dues. Both, the complainant as well as the developer's representative assured that they would submit all the relevant data duly verified by both of them together by 28.01.2021. The matter will come up for hearing on the next date 02.02.2021.

(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 / 3286 / 2020
DATE OF INSTITUTION	19.11.2020
DATES OF HEARING	03.12.2020, 05.01.2021, 8.1.2021&19.1.21

**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.

Proceedings were held on 19.01.2021. All the parties were present. Representative of BPTP Mr. Rajiv Gupta submitted his reply to the issues raised in the complaint and submitted documents claiming that they had indeed paid the EDC charges which included the charges for electrical infrastructure since 2005. The complainant on his part argued that while selling the property, the agreement between buyers and the developer BPTP also shows clearly that the developer had charged in the beginning itself the charges for laying electrical infrastructure but the same has not yet been erected by the developer on one pretext or the other. Both, the complainant as well as the developer were directed to file their final submissions and other documents latest by 28.01.2021 which could prove that the EDC collected by DTCP and HSVP did include the charges for creating a minimum level of electrical infrastructure. Now to come up for hearing on 02.02.2021.

NARESH 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 / 3334 / 2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	05.01.2021 & 19.1.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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: Representative respondent SDO.

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.

Proceedings were held on 19.01.2021 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide no. 2664 dated 18.1.2021 stating therein that survey has been done and deposit estimate has been framed to bifurcate DS/NDS/LT connection from 11kV Alampur feeder (AP) to 11kV Khori RDS feeder at village Khori Jamalpur. As and when the cost of estimate is deposited by the complainant, work will be executed. However, telephonically Xen. (OP) Ballabgarh sought next date to furnish his detailed report. Request allowed. Forum directed respondent SDO/XEN to access the technical feasibility of bifurcation of AP and RDS feeder and submit detailed report incorporating no. of consumers that require supply through RDS feeder and estimated amount also within 7 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

	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 & 19.1.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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: Representative of respondent SDO.

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.

Proceedings were held on 19.01.2021 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide no. 2665 dated 18.1.2021 stating therein that survey has been done and deposit estimate has been framed to bifurcate DS/NDS/LT connection from 11kV Alampur feeder (AP) to 11kV Khori RDS feeder at village Khori Jamalpur. As and when the cost of estimate is deposited by the complainant, work will be executed. However, telephonically Xen. (OP) Ballabgarh sought next date to furnish his detailed report. Request allowed. Forum directed respondent SDO/XEN to access the technical feasibility of bifurcation of AP and RDS feeder and submit detailed report incorporating no. of consumers that require supply through RDS feeder and estimated amount also within 7 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

	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, 03.11.2020, 03.12.2020 & 05.01.2021 & 19.01.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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: Not 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. Now to come on next date of hearing on 02.02.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3346 / 2020
DATE OF INSTITUTION	23.12.2020
DATES OF HEARING	19.01.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Sandeep Vij, Khori Farmlenders, Village 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: Representative.

For the Respondent: Representative espondent SDO.

INTERIM ORDER

Sh. Sandeep Vij, Khori Farmlenders, Village Khori Jamalpur, Faridabad has been consumer of DHBVN bearing account no. F34-AA15-3000 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 his 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. 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 19.01.2021 at Faridabad for hearing of the case.

Proceedings were held on 19.01.2021 at Faridabad. Complainant representative and representative of respondent SDO were present. SDO submitted reply vide no. 2663 dated 18.1.2021 stating therein that survey has been done and deposit estimate has bn framed to bifurcate DS/NDS/LT connection from 11kV Alampur feeder (AP) to 11kV Khori RDS feeder at village Khori Jamalpur. As and when the cost of estimate is deposited by the complainant, work will be executed. However, telephonically Xen. (OP) Ballabhgarh sought next date to furnish his detailed report. Request allowed. Forum directed respondent SDO/XEN to access the technical feasibility of bifurcation of AP and RDS feeder and submit detailed report incorporating no. of consumers that require supply through RDS feeder and estimated amount also within 7 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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3347 / 2020
DATE OF INSTITUTION	23.12.2020
DATES OF HEARING	19.01.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Harsh Rampal, Sheilma Farm, Village 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: Representative respondent SDO.

INTERIM ORDER

Sh. Harsh Rampal, Sheilma Farm, Village Khori Jamalpur, Faridabad has been consumer of DHBVN bearing account no. F34-AA15-1690 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 his 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. 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 19.01.2021 at Faridabad for hearing of the case.

Proceedings were held on 19.01.2021 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide no. 2662 dated 18.1.2021 stating therein that survey has been done and deposit estimate has bn framed to bifurcate DS/NDS/LT connection from 11kV Alampur feeder (AP) to 11kV Khori RDS feeder at village Khori Jamalpur. As and when the cost of estimate is deposited by the complainant, work will be executed. However, telephonically Xen. (OP) Ballabgarh sought next date to furnish his detailed report. Request allowed. Forum directed respondent SDO/XEN to access the technical feasibility of bifurcation of AP and RDS feeder and submit detailed report incorporating no. of consumers that require supply through RDS feeder and estimated amount also within 7 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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3361 / 2020
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	19.01.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of M/s Gokhi Mal & Hukam Chand, G-5B, DLF Centre Point, Sector-11, Mathura Road, 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

M/s Gokhi Mal & Hukam Chand, G-5B, DLF Centre Point, Sector-11, Mathura Road, Faridabad has been consumer of DHBVN bearing account no. 7952940000 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 therein that while issuing notice for short assessment of Rs.1444372/- as per hon'ble court, amount of ACD of Rs.6,00,000/- plus interest thereon has not been adjusted. 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 19.01.2021 at Faridabad for hearing of the case.

Proceedings were held on 19.01.2021 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide no. 4855 dated 19.1.2021 stating therein that instead of making payment of outstanding dues, complainant approached hon'ble Forum for adjustment of ACD amount of different connections. Reply of respondent SDO is not satisfactory. He assured for submission of detailed reply within seven days. Forum directed respondent SDO to submit detailed reply as assured. Now to come on next date of hearing on 02.02.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson