



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, SCETOR 16, IDC AREA, GURUGRAM
(website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CaseNo.DH/CGRF- 3061/2020
DateofInstitution: 01.07.2020
DateofHearing:14.07.20, 04.08.20,14.08.20, 2.9.20&01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical-cum- Chairperson
Naresh Kumar Mehta, Member Accounts

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:

Present.

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. 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 therein that the 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 therein 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 therein that as per JE report, detail of old meter is 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 is 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.

The 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 therein that MCO case has been completed by CBO office and bill will 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 therein that complainant account has 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 is directed to ensure that manual corrected bill is delivered to the complainant within three days and system generated bill within next seven days. Now to come on next date of hearing on 03.11.2020.

(NARESH K.MEHTA
MemberAccounts

(MANOJ YADAV) (SANJEEV CHOPRA)
Member Technical 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, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)</p>
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Case No. DH/CGRF- 3096/2020
Date of Institution: 27.07.2020
Date of Hearing: 14.08.2020, 02.09.2020& 1.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of M/s Shree Ganpati Rice & General Mills, NH-2, Near Ujjina Drain, Hodel (Palwal) regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:

For Complainant:

Present.

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. None from respondent SDO

INTRIM ORDER

M/s Shree Ganpati Rice & General Mills, NH-2, Near Ujjina Drain, Hodel (Palwal) has an electricity connection bearing account No. 2831470000 under SDO (OP) S/Divn., DHBVN, Palwal. 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 300 kW. Respondent Nigam charged Rs.330980/- as ACD/sundry charges during the month of May, 2019. Thereafter again charged Rs.248624/- during the month of Dec., 2019 to Feb., 2020 as ACD. When enquired from the office, they told that Rs.330980/- as charged earlier during the month of May, 2019 will be refunded being charged wrongly. But, till date, said amount neither refunded nor adjusted. They requested the Forum to redress their complaint and get refunded/adjusted the excess ACD amount along with interest after recalculation as per instructions.

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.330980/- 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 would 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. Now to come in person on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF- 3082/2020
Date of Institution: 31.07.2020
Date of Hearing: 14.08.2020, 02.09.2020& 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of M/s Bindal Rice Mills, Nuh 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

1. None from Nodal Officer, CGRF, Hisar.
2. None from respondent SDO

INTERIM ORDER

M/s Bindal Rice Mills, Nuh Road, Hodel (Palwal) has an electricity connection bearing account No. 2831470000 under SDO (OP) S/Divn., DHBVN, Palwal. 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 360 kW. Respondent Nigam charged Rs.405253/- as ACD/sundry charges during the month of March, 2019. Thereafter again charged Rs.261538/- per month during the month of Dec., 2019 to Feb., 2020 thus in total Rs.784614/- as non-energy charges, which were deposited to avoid disconnection. When enquired from the office, they told that the amount charged repeatedly will be refunded being charged wrongly. But, till date, said amount 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.394171/- 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. Now to come in person on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)

Case No. DH/CGRF- 3094/2020
Date of Institution: 27.07.2020
Date of Hearing: 14.08.2020, 02.09.2020 & 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical.

In the matter of complaint of M/s Mayank Rice Mills, Bye-pass 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

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

M/s Mayank Rice Mills, Bye-pass Road, Hodel (Palwal) has an electricity connection bearing account No. 2397080000 under SDO (OP) S/Divn., DHBVN, Palwal. 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 315 kW. Respondent Nigam charged Rs.58147/- as sundry charges during the month of April, 2019. Thereafter they again charged Rs.67706/- during the month of Dec., 2019 and Rs.138298/- in the month of Feb., 2020 as ACD, which were deposited. When enquired from the office, they told that the amount charged in excess will be refunded being charged wrongly. But, till date, excess amount of Rs.58147/- 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 were in his notice and the complaint would 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.58147/- 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 directs 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 directs respondent SDO to ensure release of excess ACD amount along with interest after recalculation as per instructions within 20 days. Now to come in person on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF- 3095/2020
Date of Institution: 27.07.2020
Date of Hearing: 14.08.2020, 02.09.2020 & 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical.

In the matter of complaint of M/s Goyal Food Products, 86 KM Stone, NH-2, 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

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

M/s Goyal Food Products, 86 KM Stone, NH-2, Hodel (Palwal) has an electricity connection bearing account No. 6397080000 under SDO (OP) S/Divn., DHBVN, Palwal. 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 490 kW. Respondent Nigam charged Rs.214699/- as ACD/Sundry charges during the month of April, 2019. Thereafter they again charged Rs.363141/- as ACD during the month of Dec., 2019 to Feb., 2020. When enquired from the office, they told that the amount charged in excess will be refunded being charged wrongly. But, till date, excess amount of Rs.214699/- 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 were in notice 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.214699/- 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 directs 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 directs respondent SDO to ensure release of excess ACD amount along with interest after recalculation as per instructions within 20 days. Now to come in person on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)

Case No. DH/CGRF- 3097/2020
Date of Institution: 27.07.2020
Date of Hearing: 14.08.2020, 02.09.2020 & 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Naresh Kumar 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

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of 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, Palwal. 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 will 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 directs respondent SDO to ensure release of excess ACD amount along with interest after recalculation as per instructions within 20 days. Now to come in person on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF- 3098/2020
Date of Institution: 27.07.2020
Date of Hearing: 14.08.2020, 02.09.2020 & 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical.

In the matter of complaint of M/s Baba Agro, NH-2, 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

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

M/s Baba Agro, NH-2, Hodel (Palwal) has an electricity connection bearing account No. 3440770000 under SDO (OP) S/Divn., DHBVN, Palwal. 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 250 kW. Respondent Nigam charged Rs.195861/- as ACD/Sundry charges during the month of April, 2019. Thereafter they again charged Rs.98033/- during the month of Dec., 2019 and Rs.196067/- during Feb., 2020 as ACD. When enquired from the office, they told that the amount charged in excess will be refunded being charged wrongly. But, till date, excess amount of Rs.195861/- 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 were in notice 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.190388/- 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 directs respondent SDO to ensure release of excess ACD amount along with interest after recalculation as per instructions within 20 days. Now to come in person on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF- 3099/2020
Date of Institution: 27.07.2020
Date of Hearing: 14.08.2020, 02.09.2020 & 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical.

In the matter of complaint of M/s Shree Jee Food Industries, Punhana 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

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

M/s Shree Jee Food Industries, Punhana Road, Hodel (Palwal) has an electricity connection bearing account No. 1397080000 under SDO (OP) S/Divn., DHBVN, Palwal. 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 190 kW. Respondent Nigam charged Rs.59639/- as ACD/Sundry charges during the month of March, 2019. Thereafter they again charged Rs.23185/- during the month of Dec., 2019 and Rs.46371/- during Feb., 2020 as ACD. When enquired from the office, they told that the amount charged in excess will be refunded being charged wrongly. But, till date, excess amount of Rs.59639/- 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 were in notice with him and the complaint would 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.59640/- 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 directs 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 directs respondent SDO to ensure release of excess ACD amount along with interest after recalculation as per instructions within 20 days. Now to come in person on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
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HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)

Case No. DH/CGRF- 3102/2020
Date of Institution: 27.07.2020
Date of Hearing: 14.08.2020, 02.09.2020 & 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of M/s Jai Gurudev Rice & General Mill, Nuh 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

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

M/s Jai Gurudev Rice & General Mill, Nuh Road, Hodel (Palwal) has an electricity connection bearing account No. 7644970000 under SDO (OP) S/Divn., DHBVN, Palwal. 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 630 kW. Respondent Nigam charged Rs.881157/- as ACD/Sundry charges during the month of January, 2019. Thereafter they again charged Rs.903144/- as ACD during the month of Dec., 2019. When enquired from the office, they told that the amount charged Rs.881157/- in excess will 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.881157/- 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 ACD amount of Rs.881157/- adjusted through sundry but not reflected in his subsequent bill as yet. Further the surcharge on excess ACD adjusted vide sundry no. 48/R45 and sent to CBO on 31.08.2020 and this will be reflected in the next bill. Forum directs respondent SDO to ensure release of excess ACD amount along with interest after recalculation as per instructions within 20 days. Now to come in person on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)

Case No. DH/CGRF- 3074/2020
Date of Institution: 16.07.2020
Date of Hearing: 14.08.2020, 02.09.2020&01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of M/s Countrywide Promoters Pvt. Ltd., Sector
81-89, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Not present.

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

M/s Countrywide Promoters Pvt. Ltd., Sector 81-89, Faridabad has an electricity connection bearing account No. 1202690000 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. Non-display of bill at DHBVN Portal in time.
2. Non adjustment of M.tax for the period Dec., 2018 to March, 2019 charged due to higher tariff slab.
3. Up-dating of ACD of Rs.70.00 lakh instead of Rs.25.00 lakh and payment of interest of thereupon for the FY 2016-17 onward.

They 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 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 submitted reply vide memo.no. 3361 dated 13.08.2020 stating point-wise reply therein that:

1. Issue stands referred to R-APDRP.
2. Adjustment of M.tax has already been made in the billing month Oct., 2019.
3. Up-dating of ACD of Rs.70.00 lakh instead of Rs.25.00 lakh and payment of interest of thereupon for the FY 2016-17 onward would be complied with during next billing cycle through CBO.

Complainant was not satisfied with the reply of respondent SDO at point no. 1&2. The Forum directed respondent SDO to submit concrete reply after due concurrence from R-APDRP/IT Wing. Benefit of M.tax may also be given along with updating ACD & interest in the next billing cycle.

The proceedings were held on 02.09.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 3578 dated 2.9.2020 stating therein that the issue no. 1 & 2 were still pending with R-APDRP/IT Wing. So far as issue no. 3 is concerned, ACD amount shall be updated and interest thereon be will be refunded in the next billing cycle. Forum directed respondent SDO for compliance after due coordination with R-APDRP/IT Wing/CBO within 20 days.

The proceedings were held on 01.10.2020 at Faridabad. Complainant was not present but representative of respondent SDO was present. SDO submitted reply vide memo.no. 3810 dated 30.9.2020 stating therein that the reply w.r.t. issue no. 1 & 2 has received from R-APDRP Wing. As per the reply, surcharge waiver was not applicable since DHBVN ensured 24x7 availability of e-portal for online payment. In case there is any interruption, consumer due date is duly extended to avoid levy of LPSC. So far as adjustment/refund of M.tax for the period Dec., 2018 to March, 2019 is concerned, Sub-Division at its discretion to refund the same through sundry. Copy placed on record. Accordingly, case for refund of Rs.50886/- in lieu of M.tax deducted earlier sent to CBO vide case ID No.9546888067 dated 27.08.2020, which is likely to be adjusted in the next billing cycle. So far as issue no. 3 regarding updating of ACD amount and interest thereon, case sent to CBO vide ID no. 9546888067 dated 27.08.2020, which was pending as yet. Forum directs respondent SDO for compliance after due coordination with R-APDRP/IT Wing/CBO within 20 days. Now to come on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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Case No. DH/CGRF- 3081/2020
Date of Institution: 22.07.2020
Date of Hearing: 14.08.2020, 02.09.2020 & 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of M/s RPS Infrastructure Ltd., DLF Tower, D-Jasola Distt. Centre, New Delhiredgarding wrong billing.

....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

M/s RPS Infrastructure Ltd., DLF Tower, D-Jasola Distt. Centre, New Delhi through Counsel, Sh. B.P. Aggarwal, A-106, Prashant Vihar, Rohini, Delhi-85 has an electricity connection bearing account No. 4236740000 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. Allowing deduction of 4% units from the total units consumed from the date of connection and thereafter allowing slab benefit for 2344 plus 414 (EWS) dwelling units or atleast on 2344 dwelling units and issue revised bill and refund excess amount paid by the complainant along with 18% interest thereon from the date of payment.
2. Non-payment of interest on ACD in the month of April at bank rate each FY and further to pay penal interest for the delayed period @ 15% PA as per sales circular no. 29/2016.

They have 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 14.08.2020 at Faridabad for hearing of the case.

The proceedings were held on 14.08.2020 at Faridabad. Complainant and respondent SDO were present. SDO did not submit reply. The Forum directed respondent SDO to resolve the issue and submit reply within 10 days.

The proceedings were held on 02.09.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 3579 dated 2.9.2020 stating therein that complainant issue was in process and will be resolved by next billing cycle. The Forum directed respondent SDO to resolve the issue and submit reply well before next date of hearing.

The proceedings were held on 1.10.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 3809 dated 30.9.2020 stating therein that 4% rebate on consumed units has already been given to complainant since date of connection. So far as slab benefit as per 2344+414 EWS dwelling units is concerned, the same is not admissible since the ultimate load sheet/electrical load calculation is only for 494 dwelling units for which benefit is already given. Issue regarding payment of interest on ACD for FY 2017-18 to 2019-20, the same will be refunded in the next billing cycle. Complainant was not satisfied and he submitted rejoinder on reply of respondent SDO, which was handed over to respondent SDO for filing reply within 10 days. Now to come on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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Case No. DH/CGRF- 3080/2020
Date of Institution: 22.07.2020
Date of Hearing: 14.08.2020,02.09.2020&01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of M/s India Fasteners, 28, DLF, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Respondent SDO

INTERIM ORDER

M/s India Fastners, 28, DLF, Faridabad has an electricity connection bearing account No. 5701840000 under SDO (OP) S/Divn., DHBVN, Mathura Road, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that since Feb., 2019 i.e. the date of replacement of old meter, to date, bill has not been issued correctly despite pursuance with respondent SDO. They 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 14.08.2020 at Faridabad for hearing of the case.

The proceedings were held on 14.08.2020 at Faridabad. Complainant and respondent SDO were present. SDO did not submit reply. The Forum directed respondent SDO to resolve the issue and submit reply elaborating the consumption data viz-a-viz bill wise units/billed amount/paid amount for the last one year from the date of replacement of old meter, intervening period between replacement of 1st & 2nd meter and till date within 10 days. It was also directed that no coercive action be taken till decision of the case.

The proceedings were held on 02.09.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. nil dated nil stating therein that bill for the month of March, 2019 was issued on the basis of wrong KVAH reading. Now, for rectification & overhauling the account, case has been sent to CBO vide case ID No.4355258876 dated 14.08.2020. But, due to binder initiation, case is pending. ACD amounting to Rs.43482/- will also be reviewed and updated in next billing cycle. The Forum directs respondent SDO to resolve the issue and submit reply well before next date of hearing.

The proceedings were held on 01.10.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 1918 dated 30.09.2020 stating therein that billing dispute has been resolved from CBO on 30.09.2020 and it will be reflected in the next billing cycle. For the month of March, 2019 it was issued on the basis of wrong KVAH reading. So far as review of ACD amounting to Rs.43482/- is concerned, case will be put up to CBO after binder de-initiation. The Forum directs respondent SDO to ensure compliance as assured and submit reply well before next date of hearing. Now to come on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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Case No. DH/CGRF- 3092/2020
Date of Institution: 27.07.2020
Date of Hearing: 14.08.2020, 02.09.2020&01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of M/s Mobile Tower, H.No. 1519 Near
Hanuman Mandir, Sector-28, Faridabad regarding PDCO.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

M/s Mobile Tower, H.No. 1519 Near Hanuman Mandir, Sector-28, Faridabad has five nos. electricity connections bearing account No. 1282858574, 0393430000, 4262640000, 1869040000 & 7190140000 under SDO (OP) S/Divn.No.4, DHBVN, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that they have NDS connection to run different mobile towers and requested respondent SDO for PDCO/raising final bill and issue the NOC during Oct., 2019 to July, 2020 but no action has been taken. They 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 14.08.2020 at Faridabad for hearing of the case.

The proceedings were held on 14.08.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no.4508 dated 14.8.2020 stating therein that five no. SVR forms have been handed over to concerned JE for providing final reading but due to Covid 19 infection, he could not provide the same. He further assured that all due formalities will be completed within a week and final bill will be prepared and PDCO issued. The Forum directed complainant to depute his representative for site verification and respondent SDO to take action as assured.

The proceedings were held on 02.09.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no.4618 dated 01.09.2020 stating therein that five no. SVR forms, meter photographs of final reading stand submitted to CBO on 27.08.2020 but due to binder initiation final bill could not be issued. The Forum directs respondent SDO to issue PDCO/final bill and NOC after due clearance.

The proceedings were held on 01.10.2020 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no.4896 dated 30.09.2020 stating therein that request for PDCO was pending with CBO till date. He further stated that all five no. meters will be removed from site within two days and final bill will be generated after completing activities by CBO. Complainant was not satisfied. The Forum directs respondent SDO to issue manual final bill within three days and system generated bill in next seven days. Issue NOC after due clearance. Now to come on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

NARESH K.
MEHTA)MemberAccounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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Case No. DH/CGRF- 3083/2020
Date of Institution: 22.07.2020
Date of Hearing: 14.08.2020, 2.9.2020& 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Sunny Rana, H.No. 68, Gali No.1, Krishna Colony,
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

1. None from Nodal Officer, CGRF, Hisar.
2. Respondent SDO

INTERIM ORDER

Sh. Sunny Rana, H.No. 68, Gali No.1, Krishna Colony, Faridabad hasan electricity connection bearing account No. 0509650000 under SDO (OP) S/Divn., DHBVN, Tilpat. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that bill for the month of 10/2019 for Rs.27025/- for 3497 units was issued, which was wrong. Respondent SDO was pursued to correct the bill but no action has been taken. Hehas 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 respondent SDO were present. SDO submitted reply vide memo.no. 4691 dated 14.08.2020 stating therein that complainant's bill has been rectified by giving an adjustment of Rs.39730/- for the entire defective period from 10/2019 to 6/2020. Now, net payable amount comes out to Rs.31599/- as on date. He also placed on record copy of bill. Complainant was not satisfied with the reply of respondent SDO. The Forum directed respondent SDO to verify the facts regarding 3497 units billed for the period 31.8.2019 to 16.10.2019 (46 days) and apprise the Forum.

The proceedings were held on 02.09.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 4819 dated 02.09.2020 stating therein that rectified bill after overhauling of complainant account from 10/2018 onwards shall be issued in the next billing cycle. The Forum directed respondent SDO to ensure compliance as assured and apprise of the same to the Forum.

The proceedings were held on 01.10.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 4977 dated 01.10.2020 stating therein that BR submitted to CBO on 26.09.2020. So, rectified bill after overhauling of complainant account from 10/2018 onwards shall be issued in the next billing cycle. The Forum directs respondent SDO to ensure compliance as assured and apprise of the same to the Forum. Now to come on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p style="text-align: center;">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, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)</p>
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Case No. DH/CGRF- 3067/2020
Date of Institution: 15.07.2020
Date of Hearing: 14.08.2020, 02.09.2020& 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

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

1. None from Nodal Officer, CGRF, Hisar.
2. 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 complaint 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. Now to come on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
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Telephone No. 01662-223081
HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)

Case No. DH/CGRF- 3107/2020
Date of Institution: 07.08.2020
Date of Hearing: 02.09.2020 & 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Satinder Duggal, Advocate, No.38 Behind Lawyers Chamber, Court Complex, Sector-12, Faridabad regarding non refund of security amount.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Not present.

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Respondent SDO

INTERIM ORDER

Sh. Satinder Duggal, Advocate, No.38 Behind Lawyers Chamber, Court Complex, Sector-12, Faridabad applied for new electricity connections under SDO (OP) East S/Divn., DHBVN, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he applied for new connection vide application no. F11-419-3 dated 01.04.2019. The same was rejected but ACD amount of Rs.5000/- was due for refund since more than 1 year. Again, he applied for new connection vide application no. F11-120-5 dated 01.01.2020 and thereafter applied for disconnection, which has been done but ACD amount Rs.5000/- was due for refund since more than two months. Respondent SDO was pursued with but no action has been taken. 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 02.09.2020 at Faridabad for hearing of the case.

The proceedings were held on 02.09.2020 at Faridabad. Complainant was present but none from respondent SDO was present, which is viewed seriously. The Forum directed respondent SDO to appear himself before the Forum along with compliance on next date of hearing.

The proceedings were held on 01.10.2020 at Faridabad. Complainant was not present but respondent SDO was present. SDO submitted reply vide no. 4954 dated 29.09.2020 stating therein that refund for Rs.4950/- against rejected application F11-419-3 dated 01.04.2019 has been initiated. During hearing, he stated that so far as refund against application no. F11-120-5 dated 1.1.2020 was concerned, he assured for its initiation. The Forum directed respondent SDO to assure compliance well before next date of hearing. Now to come on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

**(SANJEEV
CHOPRA) Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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Case No. DH/CGRF- 3110/2020
Date of Institution: 07.08.2020
Date of Hearing: 02.09.2020 & 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. DeepuVirmani, Flat No. 506, Neelkhanth Apartments,
GH-24, Sector-21C, 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

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

Sh. DeepuVirmani, Flat No. 506, Neelkhanth Apartments, GH-24, Sector-21C, Faridabad is a consumer of DHBVN having account no. 2643430000 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 his meter was replaced in the month of Nov., 2016 whereas the bill mentioned that old meter was still there and running till Sep., 2019. As per the latest bill raised during July, 2020, units shown as 18670 for the period 24.9.2019 to 12.07.2020 (292 days) with a flat rate of Rs.7.10/unit. He requested for raising the correct bill with slab benefit since the replacement of old meter i.e. Oct., 2016 onward. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 02.09.2020 at Faridabad for hearing of the case.

The proceedings were held on 02.09.2020 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 4616 dated 01.09.2020 stating therein that MCO was indeed effected in the month of Nov., 2016 but was punched in the month of 9/2019. Now the case ID generated for adjustment of tariff difference since Nov., 2016 to July, 2020 vide case ID no. 9402220341 dated 28.7.2020. The Forum directed respondent SDO to get the rectified bill delivered to the complainant with a copy to the Forum within 15 days.

The proceedings were held on 01.10.2020 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 4883 dated 30.09.2020 stating therein that account of complainant has been overhauled for the period Nov., 2016 to 12.07.2020 and refund of Rs.66702/- will be reflected in his next bill. The Forum directs respondent SDO to get the manually rectified bill delivered within three days and system generated bill within next 7 days to the complainant. No coercive action be taken till decision of case. Now to come on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF- 3114/2020
Date of Institution: 17.08.2020
Date of Hearing: 02.09.2020 & 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Sh. Anil Kumar Singh, Flat No. F-116, Piyush Heights, Sector-89, Faridabad and othersthrough Advocate, Ramesh Yadav, Chamber 415, District Courts, Hisar regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Greater Faridabad.
SDO (OP) Kheri KalanS/Divn., DHBVN, Faridabad.
Representative of RWA, Piyush Heights.

.....Respondents

Appearance:-

For Complainant:

Representative

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Representative or respondent SDO

INTERIM ORDER

Sh. Anil Kumar Singh, Flat No. F-116, Piyush Heights, Sector-89, Faridabad and other through Advocate, Ramesh Yadav, Chamber 415, District Courts, Hisar is a consumer of DHBVN having account no. F15-BSHT-0023 under SDO (OP) Kheri Kalan S/Divn., DHBVN, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint under section 94 of Electricity Act, 2003 & Regulation 6.6 (a&b) of HERC Regulation-49 of 2020 seeking to pass the directions to the respondent i.e. RWA, Piyush Heights, not to charge the tariff higher than DHBVN schedule tariff prescribed, common services and other category loads in the colony/GHS/Complex fixed Rs.3000/- per month per individual for common area electricity and misc. expenses and also not to charge higher back DG set supply charging bill Rs.21.25/unit. 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 02.09.2020 at Faridabad for hearing of the case.

The proceedings were held on 02.09.2020 at Faridabad. Complainant and representative of RWA and respondent SDO were present. SDO submitted reply vide memo.no. Spl.1 dated 30.08.2020 and the complainant submitted rejoinder on the reply of respondent SDO. Forum directed the respondent SDO to deliver copy of complaint and rejoinder as submitted by the complainant to RWA, Piyush Heights seeking their defense reply as per terms of A&A and HERC Regulation, within 7 days and thereafter its remission to the Forum along with his comments by next 7 days.

The proceedings were held on 01.10.2020 at Faridabad. Complainant representative and representative of respondent SDO were present. Counsel of the complainant made his submissions through VC. SDO did not submit reply. Forum directed counsel of the complainant to make his written submission by 5th of Oct. through email to the Forum as well as respondent SDO. Respondent SDO was directed to submit his detailed point wise reply after due consideration of written submission of complainant, reply of RWA, Piyush Heights within next seven days with advance copy to the complainant. Now to come on next date of hearing on 15.10.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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Case No. DH/CGRF- 3160/2020
Date of Institution: 03.09.2020
Date of Hearing: 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of M/s Aggarwal Rice & Oil Mills, Garhi Patti, 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

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

M/s Aggarwal Rice & Oil Mills, Garhi Patti, Hodel (Palwal) has an electricity connection bearing account No. 8299770000 under SDO (OP) S/Divn., DHBVN, Hodel. 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 400 kW. Respondent Nigam charged Rs.497870/- as sundry charges during the month of April, 2019. Thereafter they again charged Rs.205238/- each in the month of Dec., 2019 to Feb., 2020 as ACD, which were deposited. When enquired from the office, they told that the amount charged in excess will be refunded being charged wrongly. But, till date, excess amount of Rs.497870/- 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 and recalculation of revised ACD as per instructions.

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 01.10.2020 at Faridabad for hearing of the case.

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. However, excess ACD has already been adjusted and apprised to the Forum in last hearing on 2.9.2020 along with other similar cases. Forum directs respondent SDO to ensure release of excess ACD amount along with interest after recalculation as per instructions within 20 days. Now to come in person on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p style="text-align: center;">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, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)</p>
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Case No. DH/CGRF- 3092/2020
Date of Institution: 27.07.2020
Date of Hearing: 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of M/s TATA Tele Services, H.No. 1519 Near
Hanuman Mandir, Sector-28, Faridabad regarding PDCO.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Respondent SDO

INTERIM ORDER

M/s TATA Tele Services, H.No. 1519 Near Hanuman Mandir, Sector-28, Faridabad has five nos. electricity connections bearing account No. 8119150000, 8268050000, 0199450000 & 0596021000 under SDO (OP) S/Divn., Mathura Road, DHBVN, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that they have NDS connection to run different mobile towers and requested respondent SDO for PDCO/raising final bill and issue the NOC during Sep., 2020 but no action has been taken. They 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 1.10.2020 at Faridabad for hearing of the case.

The proceedings were held on 01.10.2020 at Faridabad. Complainant and respondent SDO were present. SDO submitted reply vide memo.no.1919 dated 30.09.2020 stating therein that PDCOs have been issued and final bill will be issued after audit of complainant's accounts during next billing cycle. The Forum directs complainant to depute his representative for site verification and respondent SDO to take action as assured. Now to come on next date of hearing on 03.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA) (SANJEEV CHOPRA)
MemberAccounts Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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Case No. DH/CGRF- 3175/2020
Date of Institution: 14.09.2020
Date of Hearing: 01.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Manoj Yadav, Member Technical.
Naresh Kumar Mehta, Member Accounts

In the matter of complaint of Dr. Ashok Chawla, Chawla Hospital, NH
Site-1, Sector-3, Ballabgarh,. Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. ,DHBVN, Ballabgarh.
SDO (OP) City-2 S/Divn, DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant:

Present.

For the Respondent

1. None from Nodal Officer, CGRF, Hisar.
2. Representative of respondent SDO

INTERIM ORDER

Dr. Ashok Chawla, Chawla Hospital, NH Site-1, Sector-3, Ballabgarh, Faridabad has been the consumer of DHBVN bearing account no. 5823680000 under SDO (OP) City-2 S/Divn., DHBVN, Ballabgarh. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that meter reader of respondent SDO did not take actual readings but only recorded the readings on assumption basis and as a result, he has suffered financial loss of Rs.76365/- on account of MMC charges. Detailed sheet attached to the complaint. No action has been taken in spite of frequent visits to respondent SDO office. 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 1.10.2020 at Faridabad for hearing of the case.

The proceedings were held on 01.10.2020 at Faridabad. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no.3220 dated 01.10.2020 stating therein that his office has processed BR-4 from 2016 to date vide case ID No.1452994004. Once, it is completed, complainant account will automatically be rectified. Rectified bill would be placed on record on the next date of hearing. Complainant as well as Forum was not satisfied with the reply of respondent SDO. Forum directed respondent SDO to submit detailed reply after due site verification and facts of the complaint. Now to come on next date of hearing on 15.10.2020. The respondent SDO is also directed not to take any coercive action till final decision of the case.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson