



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005  
Telephone No. 01662-223081  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
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CASE NUMBER	DH / CGRF / 3144 / 2020
DATE OF INSTITUTION	25.08.2020
DATES OF HEARING	09.09.2020, 25.09.2020, 27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021 & 09.02.2021

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

Present:

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

In the matter of complaint of Sh. Jagpreet Singh Sawhney, House no. 762,  
Sector 15 Part II, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION CITY, DHBVN, GURUGRAM  
SDO/OPERATION S/D IDC, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

SDO Present

## **INTERIM ORDER**

Sh. Jagpreet Singh Sahni, H.No. 752, Sector-15-II, Gurugram is a consumer of DHBVN bearing account no. 6578240000 under SDO (OP) IDC S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that a notice had been received from the respondent SDO asking him to deposit a sum of Rs.617000/- within seven days, which was wrong and was not as per the actual reading. 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 9.9.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit reply and asked for some time to submit the reply. Forum directed the respondent SDO to submit his reply to the Forum with a copy to the complainant within seven days and the complainant is also directed to submit rejoinder within next seven days.

Proceeding was held on dated 25.09.2020 at Gurugram. Representative of Complainant and representative of respondent SDO were present. SDO submitted reply vide no. 1380 dated 15.09.2020 which was delivered to the complainant for his counter reply.

Proceeding was held on dated 27.10.2020 at Gurugram. Representative of Complainant and respondent SDO were present. SDO did not submit reply but informed that a case was pending of the complainant before the court of law and that it had not been withdrawn from the civil court. The complainant gave an undertaking for withdrawal of case. Forum directed complainant to withdraw his case within seven days and submit copy of withdrawal to respondent SDO. Respondent SDO was directed to submit reply accordingly. SDO was directed that after the complainant withdraws the case from the court, no coercive action should be taken against the complainant and connection should not be disconnected till final decision of the case.

Proceeding was held on dated 10.11.2020 at Gurugram. Representative of Complainant and respondent SDO were present. SDO did not submit reply but informed that the complainant had withdrawn the suit from the civil court. However, certified copy was awaited. Complainant informed that he was ready to pay Rs. 2.5 lakh of disputed amount and current bill also. Forum directed complainant to submit the certified copy of withdrawal his case within seven days. Respondent SDO was directed to inform the Forum as well as the complainant the total pending dues in two parts. First part, the amount which was outstanding up to 31.12.2018 when the

dispute arose and Second part, the bills which have become due after 31.12.2018 till 31.10.2020 within 15 days. The complainant will remit at least 20% of disputed amount or 2.5 lakh as agreed whichever is higher along with the undisputed outstanding amount within 15 days thereafter. Connection of the complainant should not be disconnected till final decision of the case. Now to come on next date of hearing on 10.12.2020 along with detailed submissions from both the parties.

Proceeding was held on dated 10.12.2020 at Gurugram. Representative of Complainant and respondent SDO were present. SDO submitted reply vide memo. no. 2284 dated 2.12.2020 stating that a sum of Rs. 767621/- was outstanding as on 31.12.2018 and Rs.574066/- was outstanding for the period 1.1.2019 to 10/2020. Certified copy of withdrawal of suit from hon'ble CJ(SD) Gurugram dated 29.10.2020 was also placed on record. Complainant has deposited Rs.2.5 lac as per order of Forum vide DD No.738110 dated 9.12.2020, copy placed on record. He argued that detail of outstanding amount of Rs. 574066/- showing consumption data/amount payable/paid has not been provided by respondent SDO consequently he could not pay the undisputed amount, as ordered by Forum. Respondent SDO is directed to provide the details of outstanding amount of Rs. 574066/- showing consumption data/amount payable/paid to the complainant within 7 days who will make payment of the same. Now to come on next date of hearing on 12.01.2021 along with detailed submissions from both the parties.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant was not present but respondent SDO was present. SDO submitted reply vide memo. no. 24 dated 7.1.2021 and placed on record the details of payable amount of Rs.573053/- along with bill. Also informed that copy of the same had been delivered to representative of complainant. Complainant was directed to pay outstanding dues within 15 working days. In case of any query, he may visit respondent SDO office.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant was not present but respondent SDO was present. SDO did not submit reply however he informed that complainant has not paid payable amount of Rs.573053/- as yet. Complainant was directed to pay outstanding dues within 7 working days and ensure his presence on next date of hearing. In case of any query, he may visit respondent SDO office. Now to come on next date of hearing on 23.02.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3191 / 2020
DATE OF INSTITUTION	17.08.2020
DATES OF HEARING	08.10.2020, 27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021 & 09.02.2021

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

Present:

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

In the matter of complaint of Sh. Major Kuldeep Singh, H. No. 107, Ugyog Vihar, Phase IV, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION DIVISION SUBURBAN, DHBVN, GURUGRAM  
 SDO/OPERATION SUB DIVISION MARUTI, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Major Kuldeep Singh, H No. 107, Udyog Vihar Phase-IV, Gurugram is a consumer of DHBVN bearing account no. 6767650000 under SDO (OP) Maruti S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that bills for the month of 4/2020 and 5/2020 were raised on higher side due to fault in Power Factor resulting big difference between kWh and kVAh reading. However, it was very clear that meter reading was not reflecting actual usage as the office remained completely shut down as per government regulation due to Covid-19. He requested respondent SDO for waiver but no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 08.10.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 1163 dated 28.09.2020 stating that connection was running in NDS category with sanctioned load 169.77 kWh and the complainant's bills issued for 4/2020 and 5/2020 were on actual readings. Meter was got checked from XEN M&P Gurugram on 17.7.2020 as per MT No. 15/1425 and meter was found working within permissible limits. kVAh increased due to PF not maintained properly by the complainant. Forum directed respondent SDO to supply tamper data/load survey data of the meter from January 2020 up to date.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO requested for another date. Request was allowed.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant was not present but respondent SDO was present. SDO submitted reply dated 10.11.2020 stating that tamper data /load survey data had already been e-mailed on 23.10.2020 and requested to take expert advice from M&P Division, Gurugram regarding lagging or loading power factor. Forum directed the respondent SDO to brief the case of the complainant to XEN M&P, DHBVN, Gurugram. XEN/M&P DHBVN, Gurugram is also directed to attend the hearing on the next date.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO M&P was also present who requested for another date to furnish reply. Request allowed. Now to come up on the next date of hearing on 29.12.2020 for arguments.

Proceeding was held on 29.12.2020. Complainant as well as SDO Maruti were present. SDO M&P was also present and submitted the data from record. Forum directed both the SDOs to place on record the detailed analytical report on the available data and to come up for hearing on the next date 12.01.2021.


Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO telephonically requested for another date to furnish reply. Request allowed.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Forum directed Xen. M&P Gurugram to attend next date of hearing for arguments and respondent SDO also to furnish reply. Now to come up on the next date of hearing on 23.02.2021 for arguments.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3199 / 2020
DATE OF INSTITUTION	22.09.2020
DATES OF HEARING	27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021 & 09.02.2021

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

Present:

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

In the matter of complaint of M/S Wireless Info Service, Plot No. 380, P-1, Kirti Nagar, Gurugram regarding refund of excess payment charged

..... Complainant / Petitioner

Vs.

XEN / OP City Divn., DHBVN, Gurugram.

SDO/OP SUB DIVISION, New Colony, GURUGRAM

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

M/S Wireless Info Service, Plot No.390 P-I, Kirti Nagar, Gurugram is consumer of DHBVN bearing account no. 0483230000, 9383230000, 4420430000, 726263000 & 5109151314 under SDO (OP) S/Divn., DHBVN, New Colony, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for PDCO and requested for raising the final bill and issue of no dues, but no action has been taken so far. 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 27.10.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was present but none from respondent SDO was present. Forum directed respondent SDO to effect PDCO as per request of complainant and issue no dues after clearance of all dues and observing usual formalities.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit the reply but the representative of respondent SDO assured compliance within 7 days. Forum directed respondent SDO to comply with as assured. The complainant is also directed to visit the respondent SDO office for site verification, if so required.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6499 dated 10.12.2020 stating that as per Forum order, complainant was required to depute a representative for site verification but he did not do so. Forum directed the complainant to depute his representative for site verification in coordination with respondent SDO to proceed further.

Proceeding was held on dated 12.1.2021 at Gurugram. Complainant was not present but representative of respondent SDO were present. Both complainant and respondent SDO requested for another date to furnish reply. Request allowed.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant was not present but representative of respondent SDO were present. Respondent SDO did not submit reply, however, informed that out of five connections, notice for remission of final amount for effecting PDCO has been issued to the firm in two no. cases. Copy placed on record. In 3<sup>rd</sup> case, PDCO is in process there being no defaulting amount. In rest two no. cases, site has not still been verified by the complainant. Firm representative was requested for location / verification of exact site but no response from complainant side. Forum directed complainant to depute representative in the office of respondent SDO for informing location of site within 7 days and respondent SDO to proceed further to effect PDCO and issue NDC accordingly. Now to come on the next date of hearing on 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3206 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021 & 09.02.2021

**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 Ansal Properties & Sushant Estate, Sector 52,  
 Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION SUBURBAN, DHBVN, GURUGRAM  
 SDO/OPERATION S/D SOUTH CITY, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

M/s Ansal Properties & Indl. Sushant Estate, Sector-52, Gurugram has been the consumer of DHBVN bearing account no. 8470660000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that respondent Nigam was not updating their sanctioned load i.e. 3334 kW, was not replacing their CTs as per sanctioned load and also was not allowing appropriate tariff as per 946 dwelling units. In spite of constant pursuance, no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 27.10.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted reply vide memo.no. 3103 dated 27.10.2020 stating that fixed charges for BLDS consumers were charged on the basis of recorded demand, hence, fixed charges are accurate as per Nigam rules. Tariff was charged keeping in view 957 dwelling units, copy of current bill also placed on record. So far as updating of sanctioned load was concerned, the sanctioned load was 1000 kW as per record. Complainant file was not traceable at the moment and that they were searching for the same. Action w be taken on retrieval of record. Forum directed respondent SDO to make sincere efforts to search the record and update the sanctioned load accordingly and replace the CTs as per complainant sanctioned load.

Proceeding was held on dated 10.11.2020 at Gurugram. Representative of complainant and respondent SDO both were present. Representative of complainant was not aware about the facts of the case. However representative of respondent SDO informed that the case file of the complainant has been found and as per record, the sanctioned load of the complainant was 1000 KW only. Forum directed the complainant to depute some well conversant representative on the next date.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and representative of respondent SDO both were present. Representative of complainant argued that they had applied for extension of load. Forum directed the complainant to produce documentary evidence in support of their claim and respondent SDO was directed to confirm whether the ACD deposited by the complainant was as per 1000 kW or 3334 kW and also rejection, if any, of the extension case of the complainant.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo. no. 60 dated 11.1.2021 stating that complainant had not applied for extension of Load (CD), however, the ACD as deposited was as per 3334 kW. Representative of complainant failed to produce any documentary evidence in support of his claim. He argued that on one hand, the builder was not ready to apply for extension of load / Contract Demand and on the other, the RWA was not authorized to apply for the same. Forum directed the complainant to file his written submission with documentary evidences and the respondent SDO was directed to submit his detailed report after due verification of existing

infrastructure of the society regarding feasibility of providing extended C.D. Now to come up on the next date of hearing on 09.02.2021.


Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo. no. 311 dated 08.02.2021 stating that there was inadequate electric infrastructure for extension of CD as per CE (OP) Delhi O/O No. 92 dated 4.6.2019 in accordance with sales circular no. 42/2017, D-1/2015, D-16/2017, D-24/2019 and D-26/2019 (copy placed on record). Complainant also submitted his written statement stating that their builder namely M/s Ansal Prop. & Infra Ltd. has left the society for long and RWA of Ansal Sushant Estate Group carried out work of operation and maintenance and also paying the electricity bills. He also stated that the occupancy of the society was 100%. As such, requested to sanction the load of 3334kW and replace CTs matching to sanction load, waive off penalty and correct the energy bill in future.

After going through the record available on file and hearing both the parties, the Forum observed that dwelling units for allowing appropriate tariff benefit was already updated. Complainant never applied for extension of load and his infrastructure was also inadequate for extension of load. But in order to watch the interest of the residents, the Forum directed the complainant RWA to place on record any such document which proves that the builder / developer had already collected the electricity charges / amount at the time of sale of property to buyers. As such, forum decided to provide one last opportunity to the complainants to prove their case of highhandedness by the developer. Now to come up for hearing on 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH/CGRF/3342/2020
DATE OF INSTITUTION	18.12.2020
DATES OF HEARING	12.01.2021 & 09.02.2021

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

Present:

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

In the matter of complaint of Sh. Lalit Kumar Varshney, B-78, Kendriya Vihar, Sector-56, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP S/U Divn., DHBVN, Gurugram.  
 SDO/OP South City S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Lalit Kumar Vershney, B-78, Kendriya Vihar, Sector-56, Gurugram is consumer of DHBVN bearing account no. 2809950000 under SDO (OP) South City S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bill issued for the month of Oct., 2019 was for Rs.62659/- at the flat rate of Rs.7.10 per unit without slab benefit and government subsidy and also not considering earlier payments made, which was wrong. He approached respondent Nigam but no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 12.01.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted his reply vide no. 59 dated 11.1.2021 stating that meter of the complainant was changed on 8.9.2017 but MCO was updated on 18.09.2019. Hence, wrong bill generated has already been rectified in 3/2020 after adjustment of Rs.50973/- as per earlier CGRF order dated 8.1.2020 in case no. 2765. Copy of rectified bill was placed on record. Hence, no further action is required. Forum directed complainant to attend next date of hearing as last opportunity failing which decision will be taken on merits.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit his reply. Complainant was not satisfied with the earlier reply of respondent SDO. Forum directed complainant to visit respondent SDO office for reconciliation of account. Respondent SDO was directed to submit consumption data for last one year of old meter and also up to date in respect of new meter of complainant. Now, to come on next date of hearing 09.03.2021.

**(MANOJ YADAV)**  
**Member Technical**

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

**(SANJEEV CHOPRA)**  
**Chairperson**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b> <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b> <b>D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005</b> <b>Telephone No. 01662-223081</b> <b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b> <b>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a>) (e-mail ID:cgrf@dhbvn.org.in)</b>
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Case No.	DH/CGRF-3100/2020
Date of Institution:	27.07.2020
Date of Hearing:	28.08.20, 9.9.20, 8.10.20, 27.10.20, 29.12.20, 12.1.21 & 09.02.2021

**Before the Forum for Redressal of Consumer Grievances, DHBVN**

**Present:**

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

In the matter of complaint of M/s Vodafone Mobiles, Plot No.,390/P-1, Kirti Nagar, Sector-15, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Division, DHBVN, Gurugram  
SDO (OP) Kadipur Sub Divn., DHBVN, Gurugram

.....Respondents

Appearance:-

For Complainant:                      Not present

For the Respondent                      None of respondent SDO

## **INTERIM ORDER**

M/s Vodafone Mobiles, Plot No.,390/P-1, Kirti Nagar, Sector-15, Gurugram has been the consumer of DHBVN bearing account no. 6391070000 under SDO (OP) Kadipur S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that in the bill for the month of May, 2020 an amount of Rs.124620/- had been shown as sundry item for the period June, 2019 to Dec., 2019, which was wrong. In spite of constant pursuance with respondent SDO, no action has been taken. 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 28.08.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO neither replied nor the representative attending hearing was conversant with the case, which was viewed seriously and it was conveyed to the SDO. Forum directed the respondent SDO to appear himself on the next date along with the detailed reply.

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO replied vide memo.no.1085 dated 7.9.20 stating therein that the premises of the complainant had been checked by M&P team through MT1 No. 67/1399 dated 14.03.2020 and MDI had been found exceeded  $12.674 \times 6 = 74$  kW. So, the charging was done by CBO Hisar. Forum observed that MDI of 74 kW (sanctioned load 12 kW) was extra ordinarily high, as such, the Forum directed the respondent SDO to collect the temper data record from M&P team for last one year and submit along with his comments well before next date of hearing.

Proceeding was held on dated 8.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO placed on record billing data report, temper data and TOD data report and snapshot of meter showing MDI 12.674 and the same was handed over to the complainant for his rejoinder. Respondent SDO was also directed to submit complete downloaded consumption data since date of exceeding MDI to date well before next date of hearing.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted details of down loaded data. Arguments will be held on next date on 27.11.2020. Connection may not be disconnection till final decision of the case.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Both requested for another date. Request allowed.


Proceeding was held on dated 12.01.2021 at Gurugram. Both Complainant and respondent SDO were not present. Both telephonically requested for another date to furnish reply. Request allowed. Now to come up on the next date of hearing on 09.02.2021 for arguments.

Proceeding was held on dated 9.2.2021 at Gurugram. Both Complainant and respondent SDO were not present. Both telephonically requested for another date to furnish reply. Request allowed as last opportunity. Now to come up on the next date of hearing on 09.03.2021 for arguments.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH/CGRF/3345/2020
DATE OF INSTITUTION	23.12.2020
DATES OF HEARING	12.01.2021 & 09.02.2021

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

Present:

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

In the matter of complaint of Sh. Gopal Krishan Duggal, 106, Park N shop, L Block, DLF Phase-2, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP S/U Divn., DHBVN, Gurugram.  
 SDO/OP DLF S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Gopal Krishan Duggal, 106, Park N shop, L Block, DLF Phase-2, Gurugram has been the consumer of DHBVN bearing account no. 8689350000 under SDO (OP) DLF S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his old meter was replaced on 18.7.2020 and since the date of installation of new meter, department was raising bills on average basis and his mobile no. as registered with DHBVN portal was also wrong. That he had tried to update it but failed. He approached respondent Nigam for the same but no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 12.01.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide no. 4925/26 dated 12.1.2021 stating that old meter of the complainant was replaced by L&T team with smart meter. But, due to some technical error, meter was not updated in the billing software, as such, the bills were generated on provisional basis. Now, the matter has been taken up with L&T team and they have assured that meter would be updated within ten days. Forum directed respondent SDO to pursue personally with L&T and get the rectified bill delivered to the complainant within fifteen days. Mobile no. 9818083547 of the complainant also be updated in the system immediately. Now, to come on next date of hearing 09.02.2021.


Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit his reply but he placed on record the copy of MCO and assured that next bill would be issued on actual reading basis. Complainant was not satisfied and he argued that his old meter has not been tested. Forum directed respondent SDO to get the meter tested and overhaul the account as per the reading retrieved. Now, to come on next date of hearing 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH/CGRF/3349/2020
DATE OF INSTITUTION	28.12.2020
DATES OF HEARING	12.01.2021 & 09.02.2021

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

Present:

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

In the matter of complaint of Sh. Harish Kumar Makhija, 334/7, Behind Grover Sound, Partap Nagar, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP City Divn., DHBVN, Gurugram.  
 SDO/OP IDC S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

Sh. Harish Kumar Makhija, 334/7, Behind Grover Sound, Partap Nagar, Gurugram has been the consumer of DHBVN bearing account no. 9393505514 under SDO (OP) IDC S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his old meter was replaced on 5.11.2019 and since the date of installation of new meter, department was raising bills on average basis without taking reading. He approached respondent Nigam for the same but no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 12.1.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and respondent SDO were present. Respondent SDO did not submit his reply however, during hearing he assured that grievance of the complainant would be resolved within ten days. Forum directed respondent SDO to ensure that rectified bill to the complainant is delivered within fifteen days. Now, to come on next date of hearing 09.02.2021.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and respondent SDO were present. Respondent SDO did not submit his reply, however, during hearing he assured that grievance of the complainant would be resolved within ten days. Forum directed respondent SDO to ensure that rectified bill to the complainant is delivered within fifteen days. Now, to come on next date of hearing 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH/CGRF/3353/2020
DATE OF INSTITUTION	29.12.2020
DATES OF HEARING	12.01.2021 & 09.02.2021

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

Present:

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

In the matter of complaint of Sh. Bal Krishan Mehta, A-197, 1<sup>st</sup> Floor, Today Blossoms-1, Mayfield Garden, Sector-47, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP Divn., DHBVN, Sohna.  
 SDO/OP Sohna Road S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Bal Krishan Mehta, A-197, 1<sup>st</sup> Floor, Today Blossoms-1, Mayfield Garden, Sector-47, Gurugram is consumer of DHBVN bearing account no. 2705270000 under SDO (OP) Sohna Road S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent SDO vide his memo.no. 2207 dated 9.12.2018 issued notice to him for remission of Rs.23116/-.The said notice did not relate to him as the account no. was different. Later on, the said amount was also charged to his account. He approached respondent Nigam for the same but no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 12.1.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and respondent SDO were present. Respondent SDO submitted his reply vide no. 1332 dated 30.12.2020 stating that electricity bill of the complainant had been rectified vide SC&AR no. 65/R-26 for Rs.26753/- and case has been sent to CBO for approval which was pending. Forum directed respondent SDO to ensure that rectified bill to the complainant is delivered within fifteen days. Now, to come on next date of hearing 09.02.2021.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant was not present but representative of respondent SDO was present. Complainant telephonically requested for another date. Respondent SDO did not submit his reply however informed that case was still pending with CBO. Forum directed respondent SDO to ensure that rectified bill to the complainant gets delivered within fifteen days. Now, to come on next date of hearing 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3362 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021 & 09.02.2021

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

Present:

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

In the matter of complaint of M/s Exotica Condominium Owners Association, Parsavnath Exotica, Gold Course Road, Sector-53, Next to IBIS Hotel, Gurugram regarding connection issue.

..... Complainant / Petitioner

Vs.

XEN/OP S/U Divn., DHBVN, GURUGRAM  
 SDO/OPERATION S/D SOUTH CITY, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

M/s Exotica Condominium Owners Association, Parsavnath Exotica, Gold Course Road, Sector-53, Next to IBIS Hotel, Gurugram has the consumer A&A no. 33566/BS(DS) dated 13.2.2008 under SDO (OP) S/Divn., DHBVN, South City, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have sanctioned load of 4350 kW at their premises through independent feeder. They requested Forum to redress their complaint as under:

1. Now they have come to know that respondent Nigam has connected some commercial connection of M/s Genpact, M/s Bawarchi & M/s AIPL with their feeder, which was against the law, as such, requested either to disconnect these connections or their feeder be converted into general feeder and service charges as paid by them be refunded along with interest.
2. They have spent Rs.1710280/- on repair and maintenance of HT cable/equipment during June, 2018 to Sep.,2020. As per instructions, said expenditure should be borne by DHBVN, as such, requested for refund of the same along with interest.
3. They have paid sundry charges amounting to Rs.6969250/- during July, 2018 to Nov., 2019 through regular bill. It should be refunded 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 27.01.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Representative of respondent SDO requested for another date to furnish reply. Request allowed. Now to come up on the next date of hearing on 09.02.2021.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO assured to submit detailed reply well before next date of hearing. Forum directed respondent SDO to ensure his presence on next date of hearing along with detail reply as assured. Now to come up on the next date of hearing on 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3386/ 2021
DATE OF INSTITUTION	14.01.2021
DATES OF HEARING	09.02.2021

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

Present:

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

In the matter of complaint of Smt. Deepa Jain, M/s Premisha Udyog, 38 KM Stone, Behrampur Road, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP Divn., DHBVN, Sohna  
 SDO/OP Sohna Road S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Smt. Deepa Jain, M/s Premisha Udyog, 38 KM Stone, Behrampur Road, Gurugram has the consumer of DHBVN bearing account no. 1092360000 under SDO (OP) S/Divn., DHBVN, Sohna Road, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent SDO has given notice vide memo.no. 1031 dated 7.6.2018 for payment of Rs.1771722/- due to change of reading method from kWH to kVAH, which was wrong. They approached respondent SDO for waiver of said amount but no action has been taken so far. They have requested 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 9.2.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 9.2.2021 at Gurugram. Representative of both complainant and respondent SDO were present. Respondent SDO did not submit reply, however, assured to submit reply well before next date of hearing. Forum directed respondent SDO to ensure submission of detailed reply within fifteen days, as assured. Now to come up on the next date of hearing on 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3388 / 2021
DATE OF INSTITUTION	14.01.2021
DATES OF HEARING	09.02.2021

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

Present:

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

In the matter of complaint of Sh. Rakesh Bhat C/o Sh. Jagdip Singh, 1-7056, Devender Vihar, Sector-56, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP S/U Divn., DHBVN, Gurugram  
 SDO/OP South City S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Rakesh Bhat C/o Sh. Jagdip Singh, 1-7056, Devender Vihar, Sector-56, Gurugram has the consumer of DHBVN bearing account no. 0394550000 under SDO (OP) S/Divn., DHBVN, South City, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill for the month of Oct. & Nov., 2020 was on higher side due to faulty meter. He approached respondent SDO for replacement of meter and issue of bill as per actual reading, but no action has been taken. He requested 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 9.2.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 9.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 310 dated 8.2.2021 stating that smart meter of the complainant has been replaced on 23.1.2021, MCO updated and account of the complainant in respect of defective period will be overhauled as per Nigam instructions. Complainant was not satisfied. Forum directed respondent SDO to get the rectified bill delivered to the complainant duly overhauled within fifteen days. Now to come up on the next date of hearing on 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3391 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021

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

Present:

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

In the matter of complaint of Sh. Rakesh Bilera, H.No.1461, Ground Floor, Maruti Vihar, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP S/U Divn., DHBVN, Gurugram  
 SDO/OP DLF S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Rakesh Bilera, H.No.1461, Ground Floor, Maruti Vihar, Gurugram is consumer of DHBVN bearing account no. 1519640000 under SDO (OP) S/Divn., DHBVN, DLF, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had been receiving wrong bills without reading for long. Also, the bill received during 12/2020 for Rs.564017/- was also wrong. He approached respondent SDO for redress of his grievance, but no action has been taken. He requested 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 9.2.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 9.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply, however, requested for another date to furnish reply. Forum directed respondent SDO to submit detailed reply along with consumption data of one year of old meter and up to date in respect of new meter, Lab. test report and reading retrieved, within fifteen days. No coercive action be taken till decision of case. Now to come up on the next date of hearing on 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3392 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021

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

Present:

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

In the matter of complaint of Sh. Ravi Ranjan, H.No.363A, Prem Nagar-2, Old Delhi Road, Opp. GNG TATA Motors, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP S/U Divn., DHBVN, Gurugram  
 SDO/OP Maruti S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Ravi Ranjan, H.No.363A, Prem Nagar-2, Old Delhi Road, Opp. GNG TATA Motors, Gurugram is consumer of DHBVN bearing account no. 7481136174 under SDO (OP) S/Divn., DHBVN, Maruti, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill issued during the month of Dec. for the period 1260 days from 21.6.2017 to 1.12.2020 for Rs. 310701/- was wrong. He has prayed to allow this bill in instalments without levy of surcharge after rectification of bill. He approached respondent SDO for redress of his grievance, but no action has been taken. He requested 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 9.2.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 9.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 251 dated 8.2.2021 stating that it is admitted that the bill was issued for the said period and complainant had made part payment of Rs.1.00 lakh on dated 21.1.2021 and balance was outstanding as on date. Forum directed respondent SDO to get the complainant's meter tested from Lab. and rectify the bill as per reading retrieved/Lab. report. Also to submit detailed reply along with consumption data of one year of old meter and up to date in respect of new meter, Lab. test report and reading retrieved, within fifteen days. No coercive action be taken till decision of case. Now to come up on the next date of hearing on 09.03.2021.

**(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-125005            Telephone No. 01662-223081            HETRI, SECTOR 16, IDC AREA, GURUGRAM            website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3393 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021

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

Present:

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

In the matter of complaint of Smt. Arsita/Saif Zaman, A-657A, Palm Vihar, Sector-2, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP S/U Divn., DHBVN, Gurugram  
 SDO/OP Maruti S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Smt. Arsita/Saif Zaman, A-657A, Palm Vihar, Sector-2, Gurugram is consumer of DHBVN bearing account no. 5475650000 under SDO (OP) S/Divn., DHBVN, Maruti, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that her meter was replaced twice and the bills were being issued on average basis without reading for quite a long time. She approached respondent SDO for redress of her grievance, but no action has been taken. She requested 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 9.2.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 9.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 250 dated 8.2.2021 stating that complainant's meter was replaced on 29.6.2020. The bill as issued on 10.9.2020 was wrong, as such, sundry of Rs.9503/- was made vide no. 414/58R and sent to CBO for approval vide case ID No. 1089386596 dated 6.2.2021, which was pending. Complainant was not satisfied with the reply of respondent SDO. Forum directed respondent SDO to submit detailed reply along with copy of both MCOs/CA-21/CA-22 and the consumption data of one year of old meter and up to date in respect of new meter, within fifteen days. No coercive action be taken till decision of case. Now to come up on the next date of hearing on 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3396 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021

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

Present:

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

In the matter of complaint of Smt. Temina Rai, S-174, 1<sup>st</sup> Floor, Uppals Southen, Sohna Road, Sector-49, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP Divn., DHBVN, Sohna  
 SDO/OP Sohna Road S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Smt. Temina Rai, S-174, 1<sup>st</sup> Floor, Uppals Southen, Sohna Road, Sector-49, Gurugram is consumer of DHBVN bearing account no. 5649560000 under SDO (OP) S/Divn., DHBVN, Sohna Road, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill issued for the month of Oct., 2020 for Rs.65275/- was extremely inflated and not based upon actual reading. She approached respondent SDO for redressal of her grievance, but no action has been taken. She requested 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 9.2.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 9.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 1580 dated 9.2.2021 stating that case ID No. 1158791968 for rectification of bill has been generated and sent to CBO for approval, which was pending. Complainant was not satisfied with the reply of respondent SDO. Forum directed respondent SDO to get actual reading verified and deliver rectified bill to the complainant as per actual reading within fifteen days. No coercive action be taken till decision of case. Now to come up on the next date of hearing on 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3403 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021

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

Present:

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

In the matter of complaint of Sh. Giri Raj Gupta, President, RWA, Vatika City Apartment Owners Association, Ground Floor, Jasminium-1 Tower Vatika City, Sector-49, Gurugram regarding extension of load & augmentation of T/F.

..... Complainant / Petitioner

Vs.

XEN/OP Divn., DHBVN, Sohna  
 SDO/OP Sohna Road S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Giri Raj Gupta, President, RWA, Vatika City Apartment Owners Association, Ground Floor, Jasminium-1 Tower Vatika City, Sector-49, Gurugram is consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Sohna Road, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent Nigam presently supply load of 2790 KVA out of total sanctioned load of 7641 kVA. As of now, they need 4200 kVA load and additional transformer was required for proper and smooth running of supply. They approached their builder and respondent Nigam. Further, their category of supply was also shown as NDS instead of BLDS. They approached respondent SDO for redressal of their grievance, but no action has been taken. They requested 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 9.2.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 9.2.2021 at Gurugram. Representative of both complainant and respondent SDO were present. Respondent SDO did not submit reply, however, requested for another date to furnish reply. Request allowed. Forum directed respondent SDO to furnish detailed reply within fifteen days, as assured. Now to come up on the next date of hearing on 09.03.2021.

**(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-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3404 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021

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

Present:

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

In the matter of complaint of Smt. Jyoti Sharma, B-98, Mayfield Gardens, Sector-50, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP S/U Divn., DHBVN, Gurugram.  
 SDO/OP South City S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Smt. Jyoti Sharma, B-98, Mayfield Gardens, Sector-50, Gurugram is consumer of DHBVN bearing account no. 1777360000 under SDO (OP) S/Divn., DHBVN, South City, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill issued during Oct., 2020 showing units consumed as 5303 KWH for the period 4.7.2020 to 10.09.2020 was wrong. She approached respondent SDO for redressal of her grievance, but no action has been taken. She requested 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 9.2.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 9.2.2021 at Gurugram. Representative of both complainant and respondent SDO were present. Respondent SDO submitted reply vide no. 309 dated 8.2.2021 stating that bill of the complainant was accurate and no further action was required. Complainant was not satisfied. Forum directed respondent SDO to submit consumption data of complainant account from Aug., 2019 to date. No coercive action be taken till final order of the case. Part payment be allowed as per Nigam instructions if complainant wishes for the same. Now to come up on the next date of hearing on 23.02.2021.

**(MANOJ YADAV)**  
**Member Technical**

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

**(SANJEEV CHOPRA)**  
**Chairperson**