



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

CASE NUMBER	DH / CGRF / 3085 / 2020
DATE OF INSTITUTION	22.07.2020
DATES OF HEARING	28.07.2020, 11.08.2020, 28.08.2020, 09.09.2020, 25.09.2020, 27.10.2020, 10.11.2020 & 10.12.2020

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Sanjay Kapoor, H. No. 4/7, Ground Floor, DLF City, Phase 2, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, SUBURBAN, GURUGRAM
SDO/OPERATION S/D DLF, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Sanjay Kapoor, H.No.4/7, Ground Floor, DLF City, Phase-2, Gurugram has got an electricity connection bearing account no. 6018213753 under SDO (OP) DLF S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that bill for the month of June, 2020 was not issued as per actual consumption. Actual reading as on 18.5.2020 was 3654 kWh whereas reading shown was 3453 kWh on 1.6.2020 i.e. lower than the actual even after 13 days. He requested the forum to redress his complaint.

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 28.07.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 28.07.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 4219 dated 28.07.2020 stating that bill of the complainant was as per actual reading. Hence, as per sub division data, there was no dispute. Complainant was not satisfied. Forum directed the respondent SDO to provide consumption data of the complainant from April, 2020 onwards and bill of the complainant be rectified and delivered within seven days.

Proceeding was held on dated 11.08.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted that the dispute could not be resolved because the reading record was yet to be obtained from L&T company who had installed the Smart Meter. SDO further submitted that L&T persons had promised to give the reading record within next 15 days. Accordingly, the Forum directed the SDO to obtain the reading record from L&T company at the earliest and to get the bill corrected and delivered to the complainant within next 30 days with a confirmation to the Forum. The Forum decided to close the case only after the confirmation is received from SDO. Till then, the hearing of case was deferred to another date after 28.08.2020. Till such time SDO confirms the delivery of correct bill and the relevant details to the complainant, no coercive action shall be taken by the subdivision against the complainant on account of bill amount.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant was present but respondent SDO was not present. SDO stated telephonically that reading record could not be obtained from L&T company as yet. Accordingly, the Forum directed the SDO to obtain the reading record from L&T company at the earliest and to get the bill corrected and delivered to the complainant and no coercive action shall be taken by the subdivision against the complainant on account

of bill amount till decision of the case.

Proceeding was held on dated 9.9.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit written reply but stated that reading record had been received from L&T company and that he would take further corrective measures immediately. Accordingly, the Forum directed the SDO to correct the bill and get it delivered to the complainant at the earliest but not later than the next date of hearing on 25.09.2020.

Proceeding was held on dated 25.9.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit written reply but stated that case has been sent to CBO for rectification. Accordingly, the Forum directed the SDO to correct the bill and get it delivered to the complainant at the earliest but not later than the next date of hearing on 27.10.2020.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit written reply but stated that the case has been approved by CBO for rectification but rectified bill yet not issued. Accordingly, the Forum directed the SDO to correct the bill manually and get it delivered to the complainant for payment. Now to come on next date of hearing on 10.11.2020.


Proceeding was held on dated 10.11.2020 at Gurugram. Complainant not present but representative of respondent SDO was present. SDO did not submit written reply but told that the case has been approved by CBO for rectification but rectified bill yet not issued, the binder being under initiation stage. Accordingly, the Forum directed the SDO to correct the bill manually and get it delivered to the complainant for payment.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant was not present but respondent SDO was present. SDO submitted reply vide memo. no. 4757/58 dated 10.12.2020 stating that the case was still pending at CBO level. Forum directed respondent SDO to depute an official in CBO for the purpose and ensure to get the corrected bill delivered to the complainant within 10 days. Now to come on next date of hearing on 12.01.2020.

(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: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3093 / 2020
DATE OF INSTITUTION	27.07.2020
DATES OF HEARING	28.08.20, 09.09.20, 27.10.20, 10.11.20 & 10.12.2020

**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 Dr. Suman Mukherjee, U-15/66 FF, DLF Phase 2, GURUGRAM regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, SUBURBAN, DHBVN, GURUGRAM
 SDO/OPERATION S/D DLF, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

INTERIM ORDER

Dr. Suman Mukherjee, R/o U-15/66-FF, DLF Phase-II, Gurugram has been the consumer of DHBVN bearing account no. 8502840000 under SDO (OP) DLF S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that inflated bill for the period January 2020 to date has been issued to him. In spite of constant pursuance with respondent SDO, 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 28.08.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply but stated that bill of the complainant would be rectified. Forum directed the respondent SDO to rectify bill of the complainant and get it delivered to him.

Proceeding was held on dated 9.9.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 4710 dated 9.9.20 stating that bill of the complainant was generated on provisional basis, however, case had been sent to CBO vide case ID 5055307793 for rectification. Forum directed the respondent SDO to rectify bill of the complainant and get it delivered to him.

Proceeding was held on dated 25.9.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit reply however stated that rectification was awaited from CBO office as yet. Forum directed the respondent SDO to rectify bill of the complainant and get it delivered to him. No coercive action be taken till final decision of the case.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply however stated that rectification was still awaited from CBO. Forum directed the respondent SDO to rectify the bill of the complainant and get the same delivered to him.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit written reply but told that rectification was awaited from CBO office as yet because the binder was under initiation. Forum directed the respondent SDO to rectify bill of

the complainant and get delivered to him.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo. no. 4767/70 dated 10.12.2020 stating that the case was still pending at CBO level. Forum directed respondent SDO to depute an official in CBO for the purpose and ensure to get the corrected bill delivered to the complainant within 10 days. Now to come on next date of hearing on 12.01.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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CASE NUMBER	DH / CGRF / 3144 / 2020
DATE OF INSTITUTION	25.08.2020
DATES OF HEARING	09.09.20, 25.09.20, 27.10.20, 10.11.20&10.12.20

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

Present:

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

In the matter of complaint of Sh. Jagpreet Singh Sahney, 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

Representative

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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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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

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

Present:

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

In the matter of complaint of Sh. 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 SUBDIVISION MARUTI, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

PROCEEDING

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 leading 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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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

**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 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

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. Now to come up on the next date of hearing on 12.01.2021.

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

CASE NUMBER	DH / CGRF / 3206 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020, 10.11.2020 & 10.12.2020

**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 will 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. Now to come up on the next date of hearing on 12.01.2021.

(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: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3200 / 2020
DATE OF INSTITUTION	30.09.2020
DATES OF HEARING	08.10.2020, 27.10.2020, 10.11.2020 & 10.12.2020

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

Present:

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

In the matter of complaint of Sh. Vikas Aggarwal for M/S Avancer Properties Pvt. Ltd., M2K Park, Mayfield Garden, Sector 51, Gurugram regarding approval of Electrification Plan

..... Complainant / Petitioner

Vs.

XEN / OPERATION DIVISION DHARUHERA, DHBVN, DHARUHERA
 SDO/OPERATION S/D, DHARUHERA, DHBVN, DHARUHERA

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Not Present

INTERIM ORDER

Sh. Vikash Aggarwal for M/s Avancer Properties Pvt. Ltd., M2K Corporate Park, N Block, Mayfield Garden, Sector-51, Gurugram have filed this complaint for new connection. The Forum has jurisdiction to hear the complaint.

Complainant has filed the complaint stating that he had filed an application with the office of S.E. (OP) Circle, DHBVN, Rewari on dated 07.06.2019 for sanction of electrification plan on multi point supply of project at a land measuring 7.606 acre situated in the revenue estate of village Dharuhera, Sector-1, Dharuhera (Rewari) with ultimate load connection of 617 kVA for supply from the nearest 11 kV general feeder in compliance of clause 3.2.1(a) of notification dated 8.1.2019 the 2nd amendment of HERC Electricity Supply Code Regulation, 2014 and as per sale circular no. D16/2017. But the respondent Nigam was stressing to comply with the provisions of sales circular no. D14/2018 and D28/2018 for sanction of electrification plan. He has requested the forum to redress his complaint.

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 SE/R-APDRP were present. During hearing, complainant argued as to whether sales circular no. D14/2018 and D28/2018 were issued by respondent Nigam as per the provisions of HERC or was got ratified after issue? SE/R-APDRP did not reply, however, requested for another date for detailed reply. The Forum directed S.E./Commercial also to clarify the above issue well before next date of hearing.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was present but none from respondent SE/R-APDRP & SE (Comml.) was present. However, SE/R-APDRP replied vide memo.no. 57/SE/R-APDRP/OLNC-HT/RWR/EP-35 dated 22.10.2020 which has been given to the complainant for filing counter reply/rejoinder. Telephonically, SE/R-APDRP and SE/Comml., DHBVN, Hisar requested for another date. Request was allowed.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant was present but none from respondent SE/R-APDRP & SE (Comml.) was present. Complainant submitted his counter reply dated 09.11.2020. Telephonically,

SE/R-APDRP and SE/Comml., DHBVN, Hisar requested for another date. Request allowed. Now to come up on the next date of hearing on 27.11.2020.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant was present but none from respondent SE/R-APDRP & SE (Comml.) was present. Telephonically, SE/R-APDRP and SE/Comml., DHBVN, Hisar requested for another date. Request was allowed but they were asked by the Forum to submit their categorical reply on the issue and on the issue of sales circular in dispute and also whether the provisions of the said circular are in line with the HERC regulations in that regard. Now to come up on the next date of hearing on 29.12.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

CASE NUMBER	DH / CGRF / 3059 / 2020
DATE OF INSTITUTION	01.07.2020
DATES OF HEARING	28.07.2020, 11.08.2020, 28.08.2020, 09.09.2020, 08.10.2020, 10.11.2020 & 10.12.2020

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Smt. Nidhi Bajpai, L-1069, Devender Vihar, Sector 56, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant
For Respondent

Not Present
Representative of respondent SDO

INTERIM ORDER

Smt. Nidhi Bajpai, L-1069, Devender Vihar Sector-56, Gurugram has got an electricity connection bearing account no. 6809750000 under SDO (OP) S/Divn. DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that during MCO, there was mismatch between her old meter no. registered with DHBVN showing as 2165211 whereas the actual installed meter no. was 2165069 due to which she had got the bill of Rs.61996/-. Final reading of old replaced meter was shown as 14062.20 whereas actual reading at that time was 7007.70, which needed correction. She has requested the forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.07.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 28.07.2020 at Gurugram. Complainant was not present but respondent SDO was present. SDO submitted reply vide memo. no. 2077 dated 28.07.2020 stating that meter no.2165211 installed at the premises of the complainant has been replaced with final reading as 14062. Photo of replaced meter is mentioned to have been attached. He further mentioned that bill of the complainant was rectified on 17.02.2020 which was correct. He requested the Forum to file the complaint. Forum directed respondent SDO to submit at least three/four previous bills before replacement of old meter and consumption data of new meter till date for evaluation of average consumption on next date of hearing i.e. on 11.08.2020.

Proceeding was held on dated 11.08.2020 at Gurugram. Complainant this time also was not present but respondent SDO was present. SDO submitted requisite documents / information vide memo. no. 2165 dated 10.08.2020. Complainant is afforded last opportunity to come on next date of hearing on dated 28.08.2020 otherwise the case will be decided ex-parte.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO replied vide memo.no. 2379 dated 28.07.2020 admitting that actually installed meter no. was 2165069 instead of 2165211 at site, which has been rectified now. The bill of the complainant has been sent for rectification to CBO vide case ID no. 5869680942 and would be rectified within ten working days. Forum directed respondent SDO to ensure the rectification of bill well before the next date of hearing. Now to

come up for hearing on the next date on 09.09.2020.

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO replied vide memo.no. 2466 dated 8.9.2020 stating that bill of the complainant had been sent for rectification to CBO vide case ID no. 5869680942 and was pending as yet. Forum directed respondent SDO to ensure the rectification of bill well before the next date of hearing. Now to come up on next date of hearing on 08.10.2020.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO replied vide memo.no. 2869 dated 7.10.2020 stating that bill of the complainant was wrong due to wrong punching of meter sr.no. and the case had been already sent for rectification to CBO vide case ID no. 4528447156 and was pending as yet. Forum directed respondent SDO to ensure the rectification of bill well before the next date of hearing.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO replied vide memo.no. 3264 dated 09.11.2020 stating that bill of the complainant has already been sent for rectification to CBO vide case ID no. 4528447156 and was pending as yet. Forum directed respondent SDO to ensure the rectification of bill well before the next date of hearing on 10.12.2020.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO did not submit reply but informed in person that the case was still pending at CBO level. Forum directed respondent SDO to depute well conversant official in CBO for the purpose and ensure to get the corrected bill delivered to the complainant within 10 days. Now to come on next date of hearing on 12.01.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

CASE NUMBER	DH / CGRF / 3151 / 2020
DATE OF INSTITUTION	26.08.2020
DATES OF HEARING	09.09.2020, 08.10.2020, 10.11.2020&10.12.2020

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

Present:

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

In the matter of complaint of Sh. Ravi Choudhary, Plot No. 2P, Sector 27,
Gurugram regarding refund of service connection charges

..... Complainant / Petitioner

Vs.

XEN / OPERATION SUBURBAN, DHBVN, GURUGRAM
SDO/OPERATION S/D DLF, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

INTERIM ORDER

Sh. Ravi Chaudhary, Plot No.2P, Sector-27, Opposite MLA Flats, Gurugram has been the consumer of DHBVN bearing account no. 9026876088 under SDO (OP) DLF S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that an amount of Rs.200000/- as deposited in lieu of service charges and Rs.20400/- on account of cable purchased from the open market was deposited earlier during Sep., 2018 for new connection. Later on, the connection was installed under self-deposit scheme but the service connection charges have not been refunded. He requested respondent SDO for refund of 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 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 submitted reply vide memo.no. 4712 dated 9.9.2020 stating that it was correct that complainant got his work done under self-execution scheme and also paid Rs.200000/- as service connection charges for the new connection and assured that the case for refund would be put up to the divisional office subject to submission of necessary documents from the complainant. Forum directed the respondent SDO to seek necessary documents from the complainant within three days and pursue the case for refund on receipt of necessary documents from the complainant within next 15 days.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant was present but none from respondent SDO attended the hearing. However, as per telephonic talk, SDO confirmed that case for refund of service connection charges was in process. Forum directed the respondent SDO to ensure the compliance within next 15 days.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO both were present. Respondent SDO did not submit reply but he placed on record copy of his memo no.4434 dated 16.10.2020 addressed to Xen S/U Division, Gurugram requesting to refund Rs. 2,20,000/- to the complainant as deposited by him towards service charge and the control cable. Forum directed the respondent SDO to ensure the refund to the complainant within next 15 days by pursuing personally with divisional office.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo. no.

4755/56 dated 10.12.2020 stating that XEN's office had raised some observations vide letter no. 16198 dated 4.12.2020 and that attending of said observations was in process. Forum directed the respondent SDO to resolve the issue with his divisional office and to take up the issue personally to ensure due refund to the complainant within next 15 days. Now to come up on the next date of hearing on 12.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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GURUGRAM
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CASE NUMBER	DH / CGRF / 3251 / 2020
DATE OF INSTITUTION	19.10.2020
DATES OF HEARING	10.11.2020 & 10.12.2020

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

Present:

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

In the matter of complaint of Sh. Vibhor Kaushik, House no. 1495, 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

Respondent SDO

INTERIM ORDER

Sh. Vibhor Kaushik, House No.1495, Sec.15, Part-II Gurugram has been the consumer of DHBVN bearing Account No. 1463040000 under SDO (OP) S/Divn., IDC, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his Electricity bills No. 146303466979 for Rs. 10453/-, 14630049912 for Rs. 15673/- and 146306686018 for Rs. 14947/- are on higher side and wrong. He approached to respondent SDO office for resolution of his complaint, but the same has been not resolved 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 10.11.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and respondent SDO were present. Respondent SDO did not submit his reply. However, during the hearing, he assured for submission of his reply within 7 days after due compliance/resolution. Forum directed the SDO for compliance as assured.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant was not present but respondent SDO was present. Respondent SDO submitted his reply vide memo. no. 2159 dated 18.11.2020 stating that current bills were being issued as per actual reading recorded by the meter. Complainant's meter was replaced on 30.12.2019 being RNV(reading not visible) due to which complainant's bills for the period 3.10.2019 to 30.12.2019 were issued on average basis. Now, the complainant's account has been overhauled on the basis of last year's consumption and a sum of Rs.9446/- found adjustable on account of excess average bill. The case has been put up to audit in CBO and after its approval, the excess average bill will be adjusted in the next bill. Forum directed the SDO for compliance as assured. Now to come on next date of hearing on 12.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

CASE NUMBER	DH / CGRF / 3259 / 2020
DATE OF INSTITUTION	23.10.2020
DATES OF HEARING	10.11.2020 & 10.12.2020

**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 VIOM Network, Plot no. 390, P-1, Kirti Nagar,
Sector 15, 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 Viom Network, Plot No.390 P-I, Kirti Nagar, Sector-15, Gurugram has been the consumer of DHBVN bearing account no. 9586360000 DHBVN, South City Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent Nigam has been issuing bills on average basis since June-2017 and bill issued for the month of 6/2020 was issued for Rs.626086/- which was on higher side and wrong. 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 10.11.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 3259 dated 09.11.2020 stating that bill of the consumer was issued on regular basis. The bill date 20.10.2018 was rectified on 18.12.2018. But the consumer was not paying his regular bills and hence the arrear has been added in his bill. Complainant was not satisfied. Forum directed respondent SDO to provide copy of MCOs, C-21&22 and consumption/billing details since the date of connection to date, as the meters was replaced 2 or 3 times.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 3614 dated 10.12.2020 stating that only one no. meter has been changed since date of connection till date. Copy of MCO was placed on record. Complainant was not satisfied and argued that the meter was replaced for more than once. Representative of respondent SDO informed that complainant has not paid bill since 2019 and the outstanding amount as on date was Rs.696573/-. Forum directed the respondent SDO to check his record, confirm nos. of MCOs and also to provide consumption/billing details since the date of connection to date. Complainant was also directed to submit documentary evidence in support of his statement regarding change of meter and also directed to pay at least 50% of his outstanding dues within 10 days. No coercive action be taken till disposal of case. Now to come on the next date of hearing 29.12.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

CASE NUMBER	DH / CGRF / 3283 / 2020
DATE OF INSTITUTION	13.11.2020
DATES OF HEARING	10.12.2020

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

Present:

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

In the matter of complaint of Sh. Harish Lalaeth, H.No. 1001/7, The Palms,
South City-1, 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

Sh. Harish Lalaeth, H.No. 1001/7, The Palms, South City-1, Gurugram has been the consumer of DHBVN bearing account no. 9914960000 DHBVN, South City Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill issued dated 13.1.2020 showing amount Rs.79349/- was wrong besides new meter reading was not shown. Thereafter, next bill issued on dated 12.03.2020 was also wrong with no new meter reading. He approach respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 10.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 3620 dated 10.12.2020 stating that meter of the complainant was not changed but MCO of the same was updated wrongly in R-APDRP by M/s HCL. Due to this, wrong bill was generated. Now, for correction, case has been sent to CBO vide case ID no. 8502184931 and is pending as yet. Forum directed respondent SDO to pursue the matter with CBO and get delivered rectified bill to the complainant within 10 days. Now to come on the next date of hearing 29.12.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005
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HETRI, SECTOR 16, IDC AREA, GURUGRAM
website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3303 / 2020
DATE OF INSTITUTION	23.11.2020
DATES OF HEARING	10.12.2020

**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 A.O.A. Uniworld Gardens-2, Sector-47, Sohna Road, Gurugram regarding wrong billing
..... Complainant / Petitioner

Vs.

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

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

M/s A.O.A. Uniworld Gardens-2, Sector-47, Sohna Road, Gurugram has been the consumer of DHBVN bearing account no. 7037804368 under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that higher billing tariff has been imposed due to non updating total no. of flats as per site plan approved by DTCP. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 10.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and respondent SDO were present. Respondent SDO did not submit his reply, however, informed that slab benefit has been given. Complainant was not satisfied with the reply of respondent SDO. Forum directed the complainant to provide documentary evidence with regard to nos. of residents to whom bills have been issued on yearly basis. Respondent SDO was also directed to allow slab benefit as per existing dwelling units after due site verification. Now to come on the next date of hearing 29.12.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

CASE NUMBER	DH / CGRF / 3305 / 2020
DATE OF INSTITUTION	25.11.2020
DATES OF HEARING	10.12.2020

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

Present:

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

In the matter of complaint of Sh. Sandeep Berwal S/o Sh. Amar Chand, 1408,
Saraswati Kunj, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Sandeep Berwal S/o Sh. Amar Chand, 1408, Saraswati Kunj, Gurugram has been the consumer of DHBVN bearing account no. 2689563035 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had temporary connection and last bill was generated on 14.08.2020 for Rs.87762/- showing nos. of units consumed as 7744 (new reading as on 30.7.2020 showing 24759), which was wrong since the meter did not have this much reading even today. Further he applied for permanent connection vide application no. G26-920-346 dated 15.09.2020 but the same was rejected without any reason. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 10.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo. no. 3615 dated 10.12.2020 stating that the complainant's new application had been rejected due to outstanding amount of Rs.89038/- against temporary account no. 2689563035. Forum directed respondent SDO to overhaul complainant's account after due verification of actual reading and revised bill be delivered to the complainant within a week's time enabling the complainant to clear his dues and apply for regular connection. Now to come on the next date of hearing 12.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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HETRI, SECTOR 16, IDC AREA, GURUGRAM
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CASE NUMBER	DH / CGRF / 3307 / 2020
DATE OF INSTITUTION	25.11.2020
DATES OF HEARING	10.12.2020

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

Present:

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

In the matter of complaint of Sh. Kamlesh Kumari C/o M/s Bhawani Co-op.
Societies, GH-91, Sector-54, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Kamlesh Kumari C/o M/s Bhawani Co-op. Societies, GH-91, Sector-54, Gurugram is consumer of DHBVN bearing account no. 3088950000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that rebate of 4% in tariff has not been allowed since date of connection, ACD as deposited not updated accurately and interest thereon also not given. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 10.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit his reply however informed that rebate @4% has already been given. Complainant was not satisfied and argued that it was to be allowed on total units as consumed and not on SOP only. Forum directed respondent SDO to submit detailed reply on next date of hearing. Now to come on the next date of hearing 29.12.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson