

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  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>
---	--

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, 25.09.20, 27.10.2020, 10.11.2020, 10.12.2020 & 12.1.2021

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

Present:

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

In the matter of complaint of 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

Representative of 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.

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. 4923/24 dated 12.1.2021 stating that earlier case ID of CBO had expired because the binder was under initiation. Now again a case ID no. 2659200811 dated 12.1.2021 has been generated and the case is still pending at CBO level. Forum directed respondent SDO or his CA to visit personally in CBO for the purpose and ensure to get the corrected bill delivered to the complainant within 10 days otherwise, punitive action will be recommended. Now to come on next date of hearing on 09.02.2021.

**(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>
---	---

CASE NUMBER	DH / CGRF / 3093 / 2020
DATE OF INSTITUTION	27.07.2020
DATES OF HEARING	28.08.20, 09.09.20, 27.10.20, 10.11.2020, 10.12.2020 & 12.01.2021

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

Present:

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

In the matter of complaint of 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

Representative of respondent SDO

## **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.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply however informed that the case was still pending at CBO level. Complainant also submitted some additional submissions which were handed over to representative of respondent SDO to look into. Forum directed respondent SDO or his CA to visit personally in CBO for the purpose and ensure to get the corrected bill delivered to the complainant within 10 days otherwise, punitive action will be recommended. Now to come on next date of hearing on 09.02.2021.

**(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>
---	---

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 & 12.01.2021

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

Present:

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

In the matter of complaint of Sh. 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 12.1.2021 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. Now to come on next date of hearing on 09.02.2021.

**(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>
---	---

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 & 12.1.2021

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

Present:

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

In the matter of complaint of 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

## **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 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. Now to come up on the next date of hearing on 09.02.2021 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>
---	---

CASE NUMBER	DH / CGRF / 3199 / 2020
DATE OF INSTITUTION	22.09.2020
DATES OF HEARING	27.10.2020, 10.11.2020 , 10.12.2020&12.1.2021

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

Present:

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

In the matter of complaint of 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

## **PROCEEDING**

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. Now to come up on the next date of hearing on 09.02.2021 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>
---	---

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

**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.

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.

**(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>
---	---

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 & 12.01.2021

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

Present:

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

In the matter of complaint of Sh. 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

Representative of respondent SDO

## **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.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and representative of respondent SDO was present. Respondent SDO did not submit reply, however, informed that the case was still pending at divisional office level for approval and assured that case would be resolved in next seven days. Forum directed the respondent SDO to visit divisional office personally and resolve the issue of refund to the complainant within next 7 days, as assured otherwise, punitive action will be recommended. Now to come up on the next date of hearing on 09.02.2021.

**(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>
---	---

CASE NUMBER	DH / CGRF / 3251 / 2020
DATE OF INSTITUTION	19.10.2020
DATES OF HEARING	10.11.2020, 10.12.2020 & 12.01.2021

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

Present:

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

In the matter of complaint of Sh. 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.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant was not present but respondent SDO was present. Respondent SDO submitted his reply vide memo. no. 43 dated 13.1.2021 stating that a sum of Rs.9437/- has been approved by CBO and the same will be reflected in the next bill. Forum directed the respondent SDO to get rectified bill delivered to complainant within fifteen days. Now to come on next date of hearing on 09.02.2021.


**(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>
---	---

CASE NUMBER	DH/CGRF/3338/2020
DATE OF INSTITUTION	18.12.2020
DATES OF HEARING	12.01.2021

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

Present:

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

In the matter of complaint of Sh. Amit Dhupar, H.No. 611, Sector-31, 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. Amit Dhupar, H.No. 611, Sector-31, Gurugram has been the consumer of DHBVN bearing account no. 3177270000 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 during the month of Oct., 2020 for the period 7.3.2020 to 1.10.2020 amounting to Rs.40490/- was wrong as the electricity rate charged was @ Rs. 7.10 per unit. Slab benefit was not given. He approached respondent Nigam for rectification 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 representative of respondent SDO were present. Respondent SDO submitted his reply vide no. 56 dated 11.1.2021 stating that consumption of the complainant was more than 800 units per month, as such, flat rate @ Rs.7.10 charged from complainant was as per the applicable tariff. Complainant was not satisfied. Forum directed respondent SDO to revise bill of complainant taking into consideration the consumption recorded by old meter for the period 7.3.2020 to 2.6.2020 (1245 kWh) and thereafter reading retrieved on scheduled dates in the smart meter installed. Now, to come on next date of hearing 09.02.2021.

**(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>
---	---

CASE NUMBER	DH/CGRF/3339/2020
DATE OF INSTITUTION	18.12.2020
DATES OF HEARING	12.01.2021

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

Present:

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

In the matter of complaint of Sh. K.P. Shrivastav, H.No.1401 Sector-46, 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

Not present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. K.P. Shrivastav, H.No.1401 Sector-46, Gurugram has been the consumer of DHBVN bearing account no. 5097028101 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 since Feb., 2020 the bills issued were on average basis without taking reading. 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 12.1.2021 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. 57 dated 11.01.2021 stating that the bill was not as per consumption, as such, the case for rectification has been sent to CBO vide case ID 8294127598 and was still pending. Forum directed respondent SDO to follow up with CBO personally and get the bill rectified issued and delivered to complainant within fifteen days. Now, to come on next date of hearing 09.02.2021.

**(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>
---	---

CASE NUMBER	DH/CGRF/3342/2020
DATE OF INSTITUTION	18.12.2020
DATES OF HEARING	12.01.2021

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

Present:

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

In the matter of complaint of Sh. Lalit Kumar Vershney, 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

Not 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. Now, to come on next date of hearing 09.02.2021.

**(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-125  
005  
Telephone No. 01662-223081  
HETRI, SCETOR 16, IDC AREA, GURUGRAM  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID:cgrf@dhbvn.org.in)**

Case No. DH/CGRF-3100/2020  
Date of Institution: 27.07.2020  
Date of Hearing: 28.08.2020, 9.9.2020, 8.10.2020,  
27.10.20, 29.12.2020 & 12.1.2021

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

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

In the matter of complaint of M/s 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 12.674x6=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.

**(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>
---	---

CASE NUMBER	DH/CGRF/3341/2020
DATE OF INSTITUTION	18.12.2020
DATES OF HEARING	12.01.2021

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

Present:

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

In the matter of complaint of Sh. Vikram Singh, H.No. 209, Central Arcade, 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

Not present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Vikram Singh, H.No. 209, Central Arcade, DLF Phase-2, Gurugram has been the consumer of DHBVN bearing account no. 7553050000 under SDO (OP) DLF S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the complaint stating that the bill issued during the month of 3/2020 amounting to Rs.446039/- was for the units consumed 61039 kWH, which was wrong due to wrong punching of final reading in respect of old replaced meter on 27.9.2019. He approached respondent Nigam for rectification 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 was not present but representative of respondent SDO was present. Respondent SDO submitted his reply vide no. 4927/28 dated 12.1.2021 stating that it was correct that old meter reading was wrongly updated as 89019 kWH instead of 28909 kWH by L&T. Now, sundry has been prepared and case sent to CBO for approval vide ID No.0846211818 dated 12.01.2020 and rectification is pending. Forum directed respondent SDO to pursue personally with CBO and get delivered rectified bill to the complainant within fifteen days. Now, to come on next date of hearing 09.02.2021.

**(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>
---	---

CASE NUMBER	DH/CGRF/3345/2020
DATE OF INSTITUTION	23.12.2020
DATES OF HEARING	12.01.2021

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

Present:

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

In the matter of complaint of Sh. 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.

**(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>
---	---

CASE NUMBER	DH/CGRF/3349/2020
DATE OF INSTITUTION	28.12.2020
DATES OF HEARING	12.01.2021

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

Present:

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

In the matter of complaint of Sh. 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.

**(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>
---	---

CASE NUMBER	DH/CGRF/3353/2020
DATE OF INSTITUTION	29.12.2020
DATES OF HEARING	12.01.2021

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

Present:

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

In the matter of complaint of Sh. 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

Present

For Respondent

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.

**(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>
---	---

CASE NUMBER	DH/CGRF/3357/2020
DATE OF INSTITUTION	29.12.2020
DATES OF HEARING	12.01.2021

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

Present:

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

In the matter of complaint of Sh. Kamlesh Chandra, S/o Sh. M.C. Kapil, H.No.225/28, (9A) Gali No. 1, Jyoti Park, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Kamlesh Chandra, S/o Sh. M.C. Kapil, H.No.225/28, (9A) Gali No. 1, Jyoti Park, Gurugram has been the consumer of DHBVN bearing account no. 827110000 under SDO (OP) New Colony S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bill issued during 11/2020 was showing consumption of 3047 kWh whereas the bill issued during 11/2019 for the same period was having consumption of 1158 units. This was wrong as either meter was running fast or reading as updated in the system was wrong. He also deposited meter testing fee on 16.12.2020 but no action was taken. 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 representative of respondent SDO were present. Respondent SDO did not submit his reply however assured that meter would be got checked from M&T Lab. and account would be overhauled as per Lab. report. Forum directed respondent SDO to ensure compliance as assured during hearing. Now, to come on next date of hearing 09.02.2021.

**(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>
---	---

CASE NUMBER	DH/CGRF/3358/2020
DATE OF INSTITUTION	29.12.2020
DATES OF HEARING	12.01.2021

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

Present:

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

In the matter of complaint of Sh. Gurdeep Singh Negi, IFFCO Dispensary, IFFCO Colony, 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. Gurdeep Singh Negi, IFFCO Dispensary, IFFCO Colony, Gurugram has been the consumer of DHBVN bearing account no. 9374950000 under SDO (OP) Maruti S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bill issued during July, 2019 was showing sundry charges of Rs.17509/-. On enquiry, it was gathered that the same was charged for the period 2.3.2019 to 2.06.2019 on account of meter defective. 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. 729 dated 12.01.2021 stating that sundry item was prepared for adjustment of Rs.17509/- and sent to CBO for approval. The same was pending as yet. Forum directed respondent SDO to follow up the matter with the CBO personally and get the rectified bill delivered to the complainant within fifteen days. Now, to come on next date of hearing 09.02.2021.

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

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

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