	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES            DAKSHIN HARYANA BIJLI VITRAN NIGAM            D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005            Telephone No. 01662-223081            HETRI, SECTOR 16, IDC AREA, GURUGRAM            website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3157 / 2020
DATE OF INSTITUTION	31.08.2020
DATES OF HEARING	25.09.20, 27.10.20, 10.11.20, 01.12.2020, 29.12.2020 & 27.01.2021

**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 Time Residents RWA through Sh. B P Aggarwal Advocate,  
 B-5/179, Safdarjung Enclave, New Delhi regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP, DHBVN, SOHNA  
 SDO/OP S/D BADSHAHPUR, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

M/s Time Residents RWA through Sh. B.P. Aggarwal, Advocate, B-5/179, Safdarjang Enclave, New Delhi are the consumers of DHBVN bearing account no. G22-BPHT-0165 under SDO (OP) S/Divn., DHBVN, Badshahpur. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that respondent SDO has not given 4% rebate on units, slab benefit for 600 dwelling units and interest on ACD, which was wrong. He requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.09.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 25.09.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 183 dated 24.09.2020 stating that the complainant has not submitted the floor area details which was required as per sales circular no. 16/2017. In such a situation, load per flat cannot be worked out. Otherwise also on average basis, load of 600 dwelling units should be around 2400 kW. Since the complainant was neither a builder nor disclosed total load/occupancy, the slab benefit cannot be given. The benefit of 4% rebate on units consumed is already given. So far as interest on ACD is concerned, complainant had deposited ACD of Rs.3038000/-, however the complainant had applied for a load of 2493 kW and deposited ACD for that load. Presently, his partial load sanctioned/released is only 1000 kW, as such, interest on ACD for Rs.750000/- is admissible which comes to Rs.57376/- and the same has been refunded vide SC&AR No.298/55R. The same will be reflected in the next bill. Complainant was not satisfied with the reply of the respondent SDO. Respondent SDO was directed to submit his reply along with the instructions regarding not allowing interest on total ACD deposited, nos. of dwelling units as per A&A and presently available after due site verification and the instructions for allowing 4% rebate on SOP only. No coercive action should be taken till final order in this case.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 392 dated 07.10.2020 stating that interest on balance ACD amount has been prepared as Rs.175031/- and refund processed vide SC&AR No.300/55R and the same would be reflected in the next bill. Rebate of 4% of billed units already allowed in the last bill. So far as benefit of slab on 600 dwelling units is concerned, the same will be given after availing full/ultimate sanctioned load by the complainant as he is availing partial load of 1000 kW as on date. Further that the complainant has also not submitted the actual occupancy of flats by the residents. Complainant was not satisfied with the reply of the respondent SDO. He argued that interest on ACD and penal interest thereon has not been given as yet. Respondent SDO was directed to submit detail of ACD interest & penal interest paid/to be paid as per instructions since date of connection to date. Also to provide instructions under which slab benefit is not admissible in case of availing of partial load. Complainant was also directed to submit occupancy certificate/other due formalities to respondent SDO within seven days.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. However, representative of respondent SDO informed that interest on ACD and 4% rebate on units billed has been given to the complainant. Complainant was not satisfied. Forum directed the

respondent SDO to submit detail of ACD interest & penal interest paid/to be paid as per instructions from the date of connection up to date. Also, to provide instructions under which slab benefit is not admissible in case only partial load has been availed. Forum also directed the respondent SDO to appear personally on the next date of hearing on 27.11.2020.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit reply. However, he placed on record copy of bill for the month of Oct. 2020 showing allowance of interest on ACD for Rs.357057/- and further intimated that due to non production of bill issued to the residents of the society, he could not verify the nos. of dwelling units since the date of connection to FY 2019-20. Forum directed the complainant to provide detail of bills issued to the residents of the society on yearly basis and respondent SDO was also directed to verify the same and allow slab benefit accordingly. Also, to provide detail of ACD interest & penal interest paid/to be paid as per instructions from the date of connection up to date. SDO to appear personally with detailed reply on the next date of hearing on 29.12.2020.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been emailed to respondent SDO. Respondent SDO informed that he could not verify the nos. of dwelling units/flats due to non cooperation from society end. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. Also, SDO was directed to provide detail of ACD interest & penal interest paid/to be paid as per instructions from the date of connection up to date. SDO to appear personally with detailed reply on the next date of hearing on 27.01.2021.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been emailed to respondent SDO first time on 12.12.2020 and again on 21.01.2021. Forum observed that respondent SDO is not serious towards redressal of complaint and NOT attending the directions of Forum, which is viewed very seriously. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. Also, SDO was directed to provide detail of ACD interest & penal interest paid/to be paid as per instructions from the date of connection up to date. SDO to appear personally with detailed reply on the next date of hearing on 23.02.2021.

**(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-125005  
Telephone No. 01662-223081  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3138 / 2020
DATE OF INSTITUTION	24.08.2020
DATES OF HEARING	09.09.2020, 08.10.2020, 10.11.2020, 01.12.2020, 29.12.2020 & 27.01.2021

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

Present:

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

In the matter of complaint of Sh. Pankaj Singla, Director MAPSKO Builder Pvt. Ltd. through Sh. B P Aggarwal Advocate, H No. 52, North Avenue Road, Punjabi Bagh, New Delhi regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION MANESAR, DHBVN, GURUGRAM  
SDO/OPERATION MANESAR S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Pankaj Singla, Director M/s MAPSKO Builder Pvt. Ltd., through Sh. B.P. Aggarwal, Advocate, H.No.52, North Avenue Road, Punjabi Bagh (West), New Delhi has been the consumer of DHBVN bearing account no. G31-BSHT-0072 under SDO (OP) S/Divn., DHBVN, Manesar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that respondent SDO had not allowed the slab benefit for 981 dwelling units right since the date of connection, the 4% rebate on units and also not paying interest on security along with penal interest as per sales circular no. D29/2016. 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 representative of respondent SDO were present. SDO submitted reply vide memo no. 1587 dated 08.09.2020 stating that after receiving the complaint, the matter was discussed with the complainant and was asked to submit affidavit to get the nos. of flats updated but till date i.e. 08.09.2020 the complainant had not submitted an affidavit. Secondly, the rebate of 4% units was being given to the complainant in each bill as per Nigam norms. However, interest on ACD would be given in the bills of next month through M/s Hartron (billing agency). Complainant was satisfied with regard to 4% rebate on units being already given. The Forum directed the respondent SDO to get the nos. of dwelling units verified from the A&A form/relevant documents. If not available, then seek the said information from the complainant in writing within 3 days and ensure the allowance of rebate as per dwelling units and interest on ACD with penal interest before next date of hearing.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 2162 dated 7.10.2020 stating that as per the information provided by complainant dt. 26.9.2020, 312 nos. dwelling units have been updated and the interest on ACD for FY 2019-20 has been paid and also reflected in the bill issued for the month of Sep. 2020 and copy placed on record. Balance interest on ACD for previous FY shall also be allowed in next bill. Complainant was not satisfied and argued that as on date, the nos. of dwelling units were 981 whereas 312 nos. dwelling units were there on dated 01.12.2017. Complainant was directed to submit an affidavit showing nos. of dwelling units as on date to respondent SDO within 3 days. The Forum directed the respondent SDO to get nos. of dwelling units verified physically and update, ensure the allowance of rebate as per actual dwelling units and interest on ACD prior to FY 2019-20 with penal interest as per instructions before next date of hearing.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 3049 dated 06.11.2020 stating that the complainant had submitted an affidavit showing number of dwelling units on dated 30.10.2020 and area In-charge JE physically visited the site and

verified the dwelling units as on date and the information has also been updated. He also submitted that interest on ACD has also been given to the complainant in the bill for the month of September & October-2020. Copies placed on record. Complainant not satisfied, he argued that slab benefit has not been granted since the date of connection to date and detail of interest / penal interest on ACD also not provided. Representative of respondent SDO was not aware about the facts. The Forum directed the respondent SDO to ensure the allowance of rebate as per actual dwelling units since the date of connection to date and detail of interest on ACD with penal interest as per instructions be provided before the next date of hearing. Respondent SDO was also directed to appear personally on next date of hearing on 27.11.2020.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo no. 3609 dated 01.12.2020 stating that the complainant availed partial load (1000 kVA) against ultimate load (5530 kVA) as applied by him and the same was released on 15.12.2017. But no information about nos. of flats occupied by the applicants has been provided as yet. However, as per affidavit submitted on dated 29.10.2020, he stated that 312, 699 & 826 flats had been occupied as on date 1.12.2017, 31.12.2018 and 31.12.2019 but, no proof in this regard has been submitted by him as yet. Interest on ACD has already been given and the detail thereof is now placed on record. Forum directed the complainant to provide detail of bills issued to the residents of the society on yearly basis and the respondent SDO was also directed to verify the same and allow slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 29.12.2020.


Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been emailed to respondent SDO. Respondent SDO informed that he could not verify the nos. of dwelling units/flats due to non cooperation from society end. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 27.01.2021.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been again been emailed to respondent SDO. Forum observed that respondent SDO was not serious towards redressal of complaint and not attending to the directions of Forum, which was viewed very seriously. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 23.02.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  <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>
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CASE NUMBER	DH / CGRF / 3146 / 2020
DATE OF INSTITUTION	25.08.2020
DATES OF HEARING	09.09.2020, 08.10.2020, 10.11.2020, 01.12.2020, 29.12.2020 & 27.01.2021

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

Present:

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

In the matter of complaint of Sh. Pankaj Singla, Director MAPSKO Builder Pvt. Ltd. through Sh. B P Aggarwal Advocate, H No. 52, North Avenue Road, Punjabi Bagh, New Delhi regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION MANESAR DHBVN, GURUGRAM  
SDO/OPERATION MANESAR S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Pankaj Singla, Director M/s MAPSKO Builder Pvt. Ltd., through Sh. B.P. Aggarwal, Advocate, H.No.52, North Avenue Road, Punjabi Bagh (West), New Delhi has been the consumer of DHBVN bearing account no. G31-BSHT-0073 under SDO (OP) S/Divn., DHBVN, Manesar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that respondent SDO had not allowed the slab benefit for 1128 dwelling units right since the date of connection, the 4% rebate on units and also not paying interest on security along with penal interest as per sales circular no. D29/2016. 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 representative of respondent SDO were present. SDO submitted reply vide memo.no. 1586 dated 08.09.2020 stating that after receiving the complaint, the matter was discussed with the complainant and was asked to submit affidavit to get the nos. of flats updated but till date i.e. 08.09.2020, the complainant had not submitted the affidavit. Secondly, rebate of 4% units was being given to the complainant in each bill as per Nigam norms. However, interest on ACD would be given in the bills of next month through M/s Hartron (billing agency). Complainant was satisfied with regard to 4% rebate on units being already given. The Forum directed the respondent SDO to get the nos. of dwelling units verified from the A&A form / relevant documents. If not available, then seek the said information from the complainant writing within 3 days and ensure the allowance of rebate as per dwelling units and interest on ACD with penal interest before next date of hearing.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 2163 dated 7.10.2020 stating therein that as per the information provided by complainant dt. 26.9.2020, 712 nos. dwelling units have been updated and the interest on ACD for FY 2019-20 has been paid and also reflected in the bill issued for the month of Sep., 2020, copy placed on record. Balance interest on ACD for previous FY shall also be allowed in next bill. Complainant was not satisfied and argued that as on date, nos. of dwelling units were 1128. 712 no. dwelling units were on dated 1.12.2017. Complainant was directed to submit an affidavit showing nos. of dwelling units as on date to respondent SDO within 3 days. The Forum directed the respondent SDO to get nos. of dwelling units verified physically and update, ensure the allowance of rebate as per actual dwelling units and interest on ACD prior to FY 2019-20 with penal interest as per instructions before next date of hearing.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 3050 dated 06.11.2020 stating that the complainant submitted an affidavit showing number of dwelling units on dated 30.10.2020 and area in-charge JE physically visited the site and verified the dwelling units as on date and the information has also been updated. He also



submitted that interest on ACD has also been given to the complainant in the bill for the month of September. Copy placed on record. Complainant not satisfied, he argued that slab benefit has not been granted since the date of connection to date and detail of interest/penal interest on ACD also not provided. Representative of respondent SDO was not aware about the facts. The Forum directed the respondent SDO to ensure the allowance of rebate as per actual dwelling units since the date of connection till date and detail of interest on ACD with penal interest as per instructions be provided before the next date of hearing. Respondent SDO is also directed to appear personally on next date of hearing on 27.11.2020.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo no. 3610 dated 01.12.2020 stating that the complainant had availed partial load (1000 kVA) against an ultimate load (5940 kVA) as applied by him and as released on 15.12.2017. But the information about nos. of flats occupied by the applicants has not been provided as yet. However, as per affidavit submitted on dated 29.10.2020, he stated that 712, 985 & 1041 flats had been occupied as on date 1.12.2017, 31.12.2018 and 31.12.2019 but no proof in this regard has been submitted by him as yet. Interest on ACD has already been given and the detail thereof is now placed on record. Forum directed the complainant to provide detail of bills issued to the residents of the society on yearly basis and the respondent SDO was directed to verify the same and allow slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 29.12.2020.


Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been emailed to respondent SDO. Respondent SDO informed that he could not verify the nos. of dwelling units/flats due to non cooperation from society end. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 27.01.2021.

Proceeding was held on dated 27.1.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been again emailed to respondent SDO. Forum observed that respondent SDO is not serious towards redressal of complaint and attending directions of Forum, which is viewed very seriously. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 23.02.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  <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>
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CASE NUMBER	DH / CGRF / 3263 / 2020
DATE OF INSTITUTION	29.10.2020
DATES OF HEARING	01.12.2020, 29.12.2020 & 27.01.2021

**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. Baldev Raj, H.No.763 Sector-14, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION S/U DHBVN, GURUGRAM  
SDO/OPERATION MARUTI S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Baldev Raj, H.No.763 Sector-14, Gurugram is a consumer of DHBVN bearing account no. 9373950000 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his meter had caught fire on 30.08.2018 and new meter was installed on 05.09.2018. MCO has not been updated as yet as a result of which the bills are being issued on average basis. He approached respondent SDO for the same 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 01.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit reply, however, he informed that MCO was not updated due to mismatching of sr. no. of burnt meter with sr. no. entered in MCO. Forum directed the respondent SDO to search the record and to get the issue resolved within fifteen days. No coercive action be taken till resolution of the case.


Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 602 dated 28.12.2020 stating that first time, meter of the complainant was replaced on 29.02.2016 vide MCO No. 8252960030, CA21 no. 03/43 & CA22 no. 18/270 with FR 47813 kWH and again replaced in the month of Aug., 2018 with FR-3364 kWH and new meter having sr.no. 18382897 was installed at complainant premises. Wrong bill issued from 1.3.2019 to 02.1.2020 due to wrong reading entered in complainant account. Now, account of the complainant overhauled as per actual meter reading and Rs.215546/- are adjustable. Case ID has been generated and sent to CBO Hisar for approval on dated 28.12.2020. Forum directed the respondent SDO to depute well conversant official at CBO Hisar for getting rectification in complainant bill within 7 days and rectified bill be issued accordingly.

Proceeding was held on dated 27.01.21 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply however informed that the case was still pending with the CBO. Forum directed the respondent SDO to visit personally CBO Hisar for getting rectification of complainant bill within 7 days and rectified bill be issued accordingly. Now to come on the next date of hearing on 23.02.2021.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  <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>
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CASE NUMBER	DH / CGRF / 3268 / 2020
DATE OF INSTITUTION	04.11.2020
DATES OF HEARING	1.12.2020, 29.12.2020 & 27.01.2021

**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 Nippashu Enterprises, 34, North West Avenue, Punjabi Bagh Extension, New Delhi regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION S/U DHBVN, GURUGRAM  
SDO/OPERATION MARUTI S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

M/s Nippashu Enterprises, 34, North West Avenue, Punjabi Bagh Extension, New Delhi is a consumer of DHBVN bearing account no. 8644070000 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that the electricity bill issued during Oct. 2018 was showing an arrear of Rs.250232/-. On enquiry from office, it was informed that the arrear pertained to the period 2014-15 due to wrong M.F. which was wrong. He approached respondent SDO for the same but no action has been taken so far. 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 01.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant was not present but respondent SDO was present. SDO and complainant both requested for another date. Request allowed.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and respondent SDO was present. SDO submitted reply vide memo.no. 601 dated 28.12.2020 stating that Rs.166612/- are adjusted in complainant's account due to wrong bill issued from 9.11.2011 to 4.11.2015. As per MT, LT CT meter with MF 15 was installed on dated 18.9.2014. Case has been sent to CBO vide case ID No.3636854209 dated 14.12.2020 but approval was pending as yet. Forum directed respondent SDO to depute well conversant official at CBO Hisar for getting rectification in complainant bill within 7 days and rectified bill be issued accordingly.

Proceeding was held on dated 27.01.21 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply however informed that the case was still pending with the CBO. Forum directed the respondent SDO to visit personally CBO Hisar for getting rectification of complainant bill within 7 days and rectified bill be issued accordingly. Now to come on the next date of hearing on 23.02.2021.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3159 / 2020
DATE OF INSTITUTION	03.09.2020
DATES OF HEARING	25.09.2020, 27.10.2020, 01.12.2020, 29.12.2020 & 27.01.2021

**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 M/s JMK Warehouse Pvt. Ltd., Village Jamalpur, Gurugram regarding refund of service connection charges

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

None of respondent SDO

## **PROCEEDING**

M/s JMK Warehouse Pvt. Ltd., Village Jamalpur, Gurugram has been the consumer of DHBVN bearing account no. BLS-151 under SDO (OP) S/Divn., DHBVN, Borakalan. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that fixed service charges as paid earlier at the time of release of connection on 5.4.2019 has not been refunded by respondent Nigam even when he has erected his own independent feeder at his own cost. 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 25.09.2020 at Gurugram for hearing of the case.

Proceedings were held on dated 25.09.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 1944 dated 17.09.2020 stating that the said connection having sanctioned load 498 kW(NDS category) was originally released on 5.8.2019 on 11kV Baslambi RDS feeder. After that, the complainant requested for change of supply source through Independent feeder. The estimate got sanctioned from competent authority, work was carried out by the complainant under self-execution scheme and the connection was shifted and energized through 11kV independent feeder from 66kV S/S Jamalpur on 21.05.2020 vide MT1 no. 91/1383. Initially, the connection was released on 11kv Baslambi RDS feeder, hence, Rs.996000/- service connection charges @ Rs.2000/- per kVA were got deposited as per guidelines of Nigam. So, the charges claimed are not refundable. Complainant was not satisfied with the reply of respondent SDO and requested for another date to submit counter reply. Request allowed.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was not present but respondent SDO was present. Complainant is given last opportunity to appear before Forum along with counter reply/rejoinder. Now to come on next date of hearing on 27.11.2020.

Proceeding was held on dated 01.12.2020 at Gurugram. Representative of both complainant and respondent SDO were present. Both requested for another date. Request allowed.


Proceeding was held on dated 29.12.2020 at Gurugram. Neither the complainant nor the respondent SDO were present. Both were directed as last opportunity to appear before the Forum on next date of hearing on 27.01.2021.

Proceeding was held on dated 27.01.2021 at Gurugram. Representative of complainant was present as well as the respondent SDO was present. Complainant requested for another date. Request allowed. Now to come on next date of hearing on 23.02.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM          D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3224 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020, 01.12.2020, 29.12.2020 & 27.1.2021

**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 Dr. Lalit Kapur, Flat No.1103, Chintel Paradiso, Sector-109, Babupur, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION CITY, DHBVN, GURUGRAM  
 SDO/OPERATION S/D NEW PALAM VIHAR, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Respondent SDO



## **INTERIM ORDER**

Dr. Lalit Kapur, Flat No.1103, Chintel Paradiso, Sector-109, Babupur, Gurugram has been the consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Palm Vihar, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint as per HERC regulation 49 of 2020 seeking to pass the direction to the respondent Nigam and builder M/s Chintel India Ltd. to follow single point supply regulations of 2020 and charge tariff / have transparency. 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 and representative of respondent SDO were present. SDO did not submit reply. Forum directed respondent SDO to send copy of complaint to the builder/RWA of GHS seeking their reply on the complaint stipulating the period not more than 7 days. SDO was also directed to depute area in charge/JE to verify the facts of complaint as per HERC notification dated 22.4.2020 and thereafter submit detailed reply to the Forum with a copy to complainant before the date of hearing.

Proceeding was held on dated 01.12.2020 at Gurugram. Neither complainant nor respondent SDO was present, which has been viewed seriously by the Forum. Forum directed respondent SDO to ensure compliance of earlier directions and his personal presence with detailed reply on next date of hearing.

Proceeding was held on dated 29.12.2020 at Gurugram. Neither complainant nor respondent SDO was present, which has been viewed seriously by the Forum. Forum directed respondent SDO as last opportunity to ensure compliance of earlier directions and his personal presence with detailed reply on next date of hearing. Now to come on the next date of hearing on dated 27.01.2020.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant was not present but respondent SDO was present. Respondent SDO requested for another date. Request allowed. Forum directed respondent SDO as last opportunity to ensure compliance of earlier directions and his personal presence with detailed reply on next date of hearing. Now to come on the next date of hearing on dated 23.02.2021.

**(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-125005  
Telephone No. 01662-223081  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://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, 29.12.2020 & 27.01.2021

**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 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.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant was not present but respondent SDO was present. Respondent SDO submitted his reply vide no. 1304 dated 29.12.2020 stating that nos. of dwelling units/flats i.e. 896 have been updated and billed as per current tariff, copy of rectified bill placed on record. Forum directed the complainant to appear before the Forum as last opportunity if any complaint persisted on.

Proceeding was held on dated 27.01.21 at Gurugram. Complainant and respondent SDO were present. Respondent SDO did not submit his reply. Complainant produced documentary evidence with regard to no. of dwelling units/flats for the month of 12/2020. Forum directed the complainant to provide documentary evidence with regard to nos. of residents to whom bills have been issued on yearly basis from date of connection to 2019. Respondent SDO was also directed to allow slab benefit as per existing dwelling units after due site verification.

**(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](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3307 / 2020
DATE OF INSTITUTION	25.11.2020
DATES OF HEARING	10.12.2020, 29.12.2020 & 27.01.2021

**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 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.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted his reply vide no. 3889 dated 28.12.2020 stating that rebate @4% has already been given since June, 2018. Copy of consumption data from 2011 to date was also placed on record. Forum directed complainant to provide documentary evidence viz-a-viz bills issued to the dwelling units on yearly basis to respondent SDO who will submit detailed reply after due verification and will also provide detail of ACD and interest due/paid on next date of hearing.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide no. 178 dated 25.01.2021 stating that rebate @4% has already been given on energy charges only, hence, amount for ED and FSA is also adjustable. Forum directed complainant to provide documentary evidence viz-a-viz bills issued to the dwelling units on yearly basis and proof of recovery of Rs.3.00 lac in lieu of ACD to respondent SDO who would submit detailed reply after due verification and will also provide detail of ACD and interest due/paid on next date of hearing. Now to come on the next date of hearing 23.02.2021.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson



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

CASE NUMBER	DH / CGRF / 3312 / 2020
DATE OF INSTITUTION	02.12.2020
DATES OF HEARING	29.12.2020 & 27.01.2021

**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. Sansar Singh, H.No.271 Sector-10, Kadipur, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION City, DHBVN, GURUGRAM  
SDO/OPERATION S/D, DHBVN, Kadipur.

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Sansar Singh, H.No.271 Sector-10, Kadipur, Gurugram has been the consumer of DHBVN bearing account no. 05476455866 under SDO (OP) S/D, DHBVN, Kadipur. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bills for the month of July & Aug., 2020 were issued during Sep., 2020 for Rs.22754/- and are inflated and wrong. He approached office of respondent SDO but with no result. 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 29.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant was not present but representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 2055 dated 22.12.2020 stating that the complainant's bill was correct and was as per actual consumption basis. Further, the complainant has paid his bill fully satisfied on 30.11.2020. Forum directed complainant to appear before the Forum on next date of hearing failing which the case will be decided on merits.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant was not present but representative of respondent SDO were present. Respondent SDO did not submit his reply however assured that the complainant's account will be overhauled as per actual reading and schedule after retrieval of reading from smart meter installed at complainant premises. Forum directed respondent SDO to ensure compliance as assured during hearing. Now to come on next date of hearing on dated 23.02.2021.

**(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-125005  
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HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3313 / 2020
DATE OF INSTITUTION	02.12.2020
DATES OF HEARING	29.12.2020 & 27.01.2021

**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 Smt. Bhawna Kaushal, H.No.1704, Sector-46, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OPERATION S/U, DHBVN, GURUGRAM  
SDO/OPERATION South City S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

Smt. Bhawna Kaushal, H.No.1704, Sector-46, Gurugram has been the consumer of DHBVN bearing account no. 8761520032 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 meter was installed during 12/2008. The bill generated for the period 4/2019 to 10/2019 for 15413 kWh is on higher side. She approached office of respondent SDO but with no result. 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 29.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 3885 dated 28.12.2020 stating that the bill for the period 4.4.19 to 4.10.19 was rectified by his office on 6.11.2019. Further, meter of the complainant was changed on 15.11.2019 by L&T in regular smart meter changing process. Meter of complainant replaced with reading 16463. Screen shot of meter and MCO placed on record. Complainant argued that consumption as shown was not possible at all. Forum directed respondent SDO to get the meter tested from M&T Lab. and place on record the retrieved reading and also submit consumption data of all meters installed in the same building since date of connection to date. No coercive action be taken till decision of the case.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 181 dated 25.01.2021 stating that old meter was not available for testing, however, consumption detail of five nos. connections installed at site was placed on record. Complainant also placed on record the average monthly consumption four no. meters installed at site. Forum observed that average consumption of all the meters installed at site is around 1800 kWh per month. Forum directed respondent SDO to submit consumption data of temporary connection since date of connection up to the date of PDCO. Now to come on next date of hearing on dated 23.02.2021.

**(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-125005  
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HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3317 / 2020
DATE OF INSTITUTION	04.12.2020
DATES OF HEARING	29.12.2020 & 27.01.2021

**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 Kiran Associates, GP-45, Setor-18, Maruti Indl. Area,  
Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OPERATION S/U, DHBVN, GURUGRAM  
SDO/OPERATION Maruti S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

M/s Kiran Associates, GP-45, Setor-18, Maruti Indl. Area, Gurugram has been the consumer of DHBVN bearing account no. 8394760000 under SDO (OP) Maruti S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that while issuing bill for the month of 9/2020, respondent Nigam charged Rs.3537490/- as sundry charges in addition to regular bill. On enquiry, it was given to notice that the same was charged due to wrong application of MF. Actual MF is 200 but billed MF has been 2 for the period 6.9.2017 to 1.7.2020. He approached office of respondent SDO for non charging said amount being older than two years as per section 56 of Electricity Act or make installments as per sales circular no. 7/2020 without imposing surcharge/interest/penalty but with no result. 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 29.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant was not present but respondent SDO was present. Respondent SDO submitted his reply vide memo No. 461 dated 10.12.2020 stating that solar connection was released on 6.9.2017 as per MT No.84/1094 with MF 200 but billing was done for the period 6.9.17 to 1.7.2020 with MF 2, as such, Rs.3537490/- was charged by CBO. Forum directed respondent SDO to make installments of arrear as per sales circular no. 7/2020 and complainant was directed to attend hearing on next date as last opportunity.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit his reply however, complainant submitted that the charges of Rs.3537490/- required to be reviewed because the respondent SDO issued bills many times showing MF 8 during the said period. He placed on record copy of 3 nos. bills in support of his claim. He also requested for refund of penalty due to low PF and payment in 12 installments of arrear. Forum directed complainant to produce copy of other bills showing MF 8 to respondent SDO within seven days and respondent SDO is directed to review the charges accordingly and submit detailed report. Now to come on next date of hearing on dated 23.02.2021.

**(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-125005  
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CASE NUMBER	DH / CGRF / 3327 / 2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020 & 27.01.2021

**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. V.K. Kalra, M/s Logwell Forge Ltd., 116, Udyog Vihar Phase-1, 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. V.K. Kalra, M/s Logwell Forge Ltd., 116, Udyog Vihar Phase-1, Gurugram has been the consumer of DHBVN bearing account no. 8479760000 under SDO (OP) Maruti S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he deposited Rs.10569616/- towards ACD but, amount shown in his account as Rs.9518682/-. He approached respondent Nigam for updating his ACD as deposited and release of difference of interest on ACD amounting to Rs.1059356/- upto FY 2019-20 as per calculation sheet attached 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 29.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and respondent SDO were present. Respondent SDO submitted his reply vide memo No. 603 dated 28.12.2020 stating that it was correct that the complainant's actual ACD amount was Rs.10569616/- and case for updating ACD had been sent to CBO for approval but CBO observed that cash book was required. But no entry in cash book was available as complainant had deposited the ACD amount through energy bill. Forum directed respondent SDO to pursue with CBO personally and get updated the actual ACD and also ensure to release difference of interest after due verification within 15 days.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit his reply however informed that case was pending with CBO as yet. Forum directed respondent SDO to pursue with CBO personally and get updated the actual ACD and also ensure to release difference of interest after due verification within 15 days. Now to come on next date of hearing on dated 23.02.2021.

**(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-125005  
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CASE NUMBER	DH / CGRF / 3328 / 2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020 & 27.01.2021

**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. Mohinder Singh, H.No.948/5, Patel Nagar, Gurugram  
regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Mohinder Singh, H.No.948/5, Patel Nagar, Gurugram has been the consumer of DHBVN bearing account no. 6102650000 under SDO (OP) Kadipur S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that in the month of Sep., 2020 average billing for 14 days from 26.8.2020 to 9.9.2020 with 514 units was done. In the month of Nov., 2020, again billing for four months starting from 7.7.2020 to 9.11.2020 was done. Although, the bill paid in the month of Sep., 2020 was adjusted but, benefit of lower tariff for first 500 units per month was not given. He approach 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 29.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 2054 dated 22.12.2020 stating that bill of the complainant was correct. Complainant was not satisfied. Forum directed respondent SDO to get the consumption data of complainant meter downloaded since Sep., 2020 up to date and rectify the bill as per reading recorded on scheduled date, within 15 days.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 2255 dated 27.01.2021 stating that Rs.1573/- are adjustable and case sent to CBO for approval which is pending as yet. Forum directed respondent SDO to pursue with CBO personally and get delivered rectified bill to the complainant within 15 days. Now to come on next date of hearing on dated 23.02.2021.

**(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-125005  
Telephone No. 01662-223081  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH/CGRF/3333/2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020 & 27.01.2021

**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 Ishwar Wire Rope Ind., Khasra No.68, Daultabad Road, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP City Divn., DHBVN, Gurugram.

SDO/OP New Palm Vihar S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

M/s Ishwar Wire Rope Ind., Khasra No.68, Daultabad Road, Gurugram has been the consumer of DHBVN bearing account no. 6273460000 under SDO (OP) New Palm Vihar S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that erroneous/excessive billing for units recorded during COVID-19 epidemic lock down period has been made. Meter's KVAH reading shown excessively high during the period while kWh reading seemed OK. Further, excessive billing has been done since Oct., 2017 when billing was shifted from kWh to KVAH. He approached the 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 29.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. Complainant through email and respondent SDO requested for another date. Request allowed.

Proceeding was held on dated 27.01.2021 at Gurugram. Representatives of both complainant as well as respondent SDO were present. Respondent SDO submitted reply vide no. 7061 dated 25.1.2021 stating that complainant had represented to this office that during Covid-19, his premises remained closed but his kVAH portion recorded as 24000. His office requested M&P for checking accuracy of kVAH meter and they vide MT report no. 67/1431 dated 26.9.2020 reported that working of the meter was within permissible limit. Copy was placed on record. Forum directed complainant to provide documentary evidence regarding closure of his premises for the period 23.03.2020 to 4.5.2020 (43 days) and respondent SDO was directed to submit detailed M&P report showing the period of logging/leading of PF during said period. Now to come on next date of hearing on dated 23.02.2021.

**(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-125005  
Telephone No. 01662-223081  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3360 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021

**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. Subhash Chand Arora, M/s Trepri Consultants Pvt. Ltd., H-3/157, 2<sup>nd</sup> Floor, Vikas Puri, New Delhi regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Subhash Chand Arora, M/s Trepri Consultants Pvt. Ltd., H-3/157, 2<sup>nd</sup> Floor, Vikas Puri, New Delhi has the consumer account no. 1004660000 under SDO (OP) S/Divn., DHBVN, South City, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they had a sanctioned load of 450 kW at their premises during 2008 and had remitted Rs.450000/- as security deposit. In 2016, they reduced their load to 100 kW but security deposit of Rs.450000/- still remained with DHBVN. In Feb., 2019, they enhanced their load from 100 kW to 260 kW but department again compelled them to deposit another security of Rs.160000/- towards load enhancement. Likewise, service connection charges of Rs.320000/- were also got deposit towards enhancement of load. Additionally, department was still charging fixed charges on the basis of sanctioned load of 450 kW whereas it should have been levied as per sanctioned load of 260 kW since Feb., 2019. Consumption charges for the month of Feb., 2019 should also be recalculated based upon sanctioned load @ 100 kW for the period 1<sup>st</sup> to 22<sup>nd</sup> Feb. and on the basis of 260 kW for the period 23<sup>rd</sup> to 28<sup>th</sup> Feb., 2019. 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 27.01.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 27.1.2021 at Gurugram. Complainant and representative of respondent SDO were present. Representative of respondent SDO requested for another date to furnish reply. Request allowed. Now to come up on the next date of hearing on 23.02.2021.

**(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-125005  
Telephone No. 01662-223081  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3362 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021

**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 Exotica Condominium Owners Association, Parsavnath Exotica, Gold Course Road, Sector-53, Next to IBIS Hotel, Gurugram regarding connection issue.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 27.01.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 27.1.2021 at Gurugram. Complainant and representative of respondent SDO were present. Representative of respondent SDO requested for another date to furnish reply. Request allowed. Now to come up on the next date of hearing on 09.02.2021.

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

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

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

	<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>
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CASE NUMBER	DH / CGRF / 3364 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021

**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. Cyrille Charpentier C/o Virender Sethi, Heritage City, 48/002, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Cyrille Charpentier C/o Virender Sethi, Heritage City, 48/002, Gurugram has been the consumer of DHBVN bearing account no. 7312250000 under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that bill issued during the month of Dec., 2020 for Rs.31403/- was wrong on account of units and rates shown. 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 27.01.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted reply vide no. 5021 dated 27.1.2021 stating that final reading of old meter had been wrongly punched as 3161 kWH instead of 2011 kWH by L&T team, as such, sundry for Rs.15012/- has been prepared and sent to CBO for approval vide case ID No.5532367291 and is pending. Forum directed respondent SDO to follow up with CBO and issue rectified bill to the complainant within 15 days. Now to come on the next date of hearing on 23.02.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  <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>
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CASE NUMBER	DH / CGRF / 3366 / 2021
DATE OF INSTITUTION	07.01.2021
DATES OF HEARING	27.01.2021

**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. Chander Parkash Arya, H.No.185 Sector-7, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

Sh. Chander Parkash Arya, H.No.185 Sector-7, Gurugram has been the consumer of DHBVN bearing account no. 3871630000 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 has been getting wrong bills without taking any reading for about six months due to non updating MCO in the system. He approached respondent Nigam but with no result. 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 27.01.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant was not present but representative of respondent SDO was present. Representative of respondent SDO was not conversant with the case being not delivered/mailed. Now copy of complaint has been delivered to him for furnishing reply. Now to come on the next date of hearing on 23.02.2021.

**(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-125005  
Telephone No. 01662-223081  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3381 / 2021
DATE OF INSTITUTION	11.01.2021
DATES OF HEARING	27.01.2021

**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 Smt. Radha Bansal, Plot No.E-96, Phase-1, New Palm Vihar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OPERATION City Divn., DHBVN, GURUGRAM  
SDO/OP New Palm Vihar S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

Smt. Radha Bansal, Plot No.E-96, Phase-1, New Palm Vihar, Gurugram has been the consumer of DHBVN bearing account no. 2122079694 under SDO (OP) S/Divn., DHBVN, New Palm Vihar, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that smart meter was installed on 29.8.2020 which is operating very fast and showing irrelevant reading. She approach respondent Nigam but with no result. 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 27.01.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and respondent SDO were present. Respondent SDO submitted reply vide no. 7060 dated 25.1.2021 stating that his office has checked consumption of complainant for the corresponding period of previous year which was 3019 units for the period 6.9.2019 to 6.2.2020. However, consumption for the current year of the same period was 3349 units. There is no major difference in the consumption. Complainant was not satisfied. She requested to get checked the meter from M&T Lab. Forum directed complainant to deposit lab. testing fee and respondent SDO to get the meter checked from Lab. in the presence of complainant and submit report along with reading as retrieved since installation of meter. Now to come on the next date of hearing on 23.02.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  <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>
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CASE NUMBER	DH / CGRF / 3383 / 2021
DATE OF INSTITUTION	11.01.2021
DATES OF HEARING	27.01.2021

**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 Smt. Raj Rani Kakkar, C1-85, 1<sup>st</sup> Floor Mayfield Garden, Sector-50, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OPERATION 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**

Smt. Raj Rani Kakkar, C1-85, 1<sup>st</sup> Floor Mayfield Garden, Sector-50, Gurugram has been the consumer of DHBVN bearing account no. 6025444235 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that display of the meter installed was not working and while issuing the bill for the period 1<sup>st</sup> June to 1<sup>st</sup> Dec., 2020 for Rs.40180/-, the payment of Rs.2879/- deposited during Oct., 2020 has not been considered. She approach respondent Nigam but with no result. 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 27.01.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 182 dated 25.1.2021 stating that revised bill as per reading generated upto 12/2020 has been issued after adjustment of Rs.2879/-. Complainant was not satisfied and requested to get checked the meter from M&T Lab. Forum directed complainant to deposit lab. testing fee and respondent SDO to get the meter checked from Lab. in the presence of complainant and submit report along with reading as retrieved since installation of meter. Now to come on the next date of hearing on 23.02.2021.

**(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-125005  
Telephone No. 01662-223081  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3385 / 2021
DATE OF INSTITUTION	11.01.2021
DATES OF HEARING	27.01.2021

**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. Ravinder Kumar, B.E. Office Automation Products Pvt. Ltd.,  
r/o H.No.19 Sector-15 Part-I, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OPERATION Divn., DHBVN, Manesar.  
SDO/OP S/D, DHBVN, Manesar.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Ravinder Kumar, B.E. Office Automation Products Pvt. Ltd., H.No.19 Sector-15 Part-I, Gurugram has been the consumer of DHBVN bearing account no. G31-BSHT-0068 under SDO (OP) S/Divn., DHBVN, Manesar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that we are the residents of Orris Carmation Residency Group Housing Society, Sector-85, Gurugram. Their complaint is against the developer M/s Orris Infrastructure Pvt. Ltd. for violating HERC notification of April, 2020 on single point connection viz-a-viz for charging tariff over and above the rates as approved by HERC, charging MMC, not passing benefit of sundry allowances allowed by DHBVN, not maintaining transparency in issuing bill, mix the invoices for electricity consumption with other expenses like common area maintenance charges/electricity charges/generator charges etc. 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 27.01.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply. Forum directed respondent SDO to deliver the copy of complaint to the developer seeking their pointwise reply within seven days and also to get physically verified the site and submit detailed report in view of HERC regulation well before next date of hearing. M/s Orris Infrastructure Pvt. Ltd. is also directed to appear before the Forum along with detailed reply on next date of hearing. Now to come on the next date of hearing on 23.02.2021.

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

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

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

