	<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, 10.11.20,01.12.20 & 29.12.2020

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

Present:

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

In the matter of complaint of M/S Time Residents RWA through Sh. B P Aggarwal Advocate,  
 B-5/179, Safdarjung Enclave, New Delhi regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, SOHNA  
 SDO/OPERATION 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.

**(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 / 3200 / 2020
DATE OF INSTITUTION	30.09.2020
DATES OF HEARING	08.10.2020, 27.10.2020, 10.11.2020, 01.12.2020 & 29.12.2020

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant Present

For Respondent Not Present

## **INTERIM ORDER**

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

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

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

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant and respondent SE/R-APDRP were present. During hearing, complainant argued as to whether sales circular no. D14/2018 and D28/2018 were issued by respondent Nigam as per the provisions of HERC or was got ratified after issue? SE/R-APDRP did not reply, however, requested for another date for detailed reply. The Forum directed S.E./Commercial also to clarify the above issue well before next date of hearing.

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

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant was present but none from respondent SE/R-APDRP & SE (Comml.) was present. Complainant submitted his counter reply dated 09.11.2020. Telephonically, SE/R-APDRP and SE/Comml., DHBVN, Hisar requested for another date. Request was allowed.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant was present but none from respondent SE/R-APDRP & SE (Comml.) was present. Telephonically, SE/R-APDRP and SE/Comml., DHBVN, Hisar requested for another date. Request was allowed.

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


Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of SE/R-APDRP was present but none from respondent SE (Comml.) was present. Telephonically, SE/R-APDRP and SE/Comml., DHBVN, Hisar requested for another date. Request was allowed but they were asked by the Forum to submit their categorical

reply on the issue and on the issue of sales circular in dispute and also whether the provisions of the said circular are in line with the HERC regulations in that regard. Now to come up on the next date of hearing on 12.01.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES            DAKSHIN HARYANA BIJLI VITRAN NIGAM            D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005            Telephone No. 01662-223081            HETRI, SECTOR 16, IDC AREA, GURUGRAM            website: <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 / 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

**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.

**(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

**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.

**(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

**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

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. Now to come on the next date of hearing on 27.01.2021.

**(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

**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

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. Now to come on the next date of hearing on 27.01.2021.

**(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 / 3270 / 2020
DATE OF INSTITUTION	05.11.2020
DATES OF HEARING	01.12.2020 & 29.12.2020

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

Present:

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

In the matter of complaint of Sh. Subhash Chand, H. No. B-186, Surya Vihar Near Sector-4, Police Chowki, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION CITY DHBVN, GURUGRAM  
SDO/OPERATION New Colony S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

None of respondent SDO

## **INTERIM ORDER**

Sh. Subhash Chand, H.No.B-186, Surya Vihar Near Sector-4, Police Chowki, Gurugram is a consumer of DHBVN bearing account no. 6417140000 under SDO (OP) S/Divn., DHBVN, New Colony, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his meter was replaced during Aug. 2020. Since the date of installation of new meter, the bills are not being issued on actual reading 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 was not present but representative of respondent SDO was present. SDO did not submit reply, however, he assured that revised bills on the basis of actual consumption will be issued shortly. Forum directed the respondent SDO to resolve the issue as assured within fifteen days.

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

**(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 / 3272 / 2020
DATE OF INSTITUTION	05.11.2020
DATES OF HEARING	01.12.2020 & 29.12.2020

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

Present:

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

In the matter of complaint of Sh. R.K. Arora, H.No. 478 Sector 12A, Panchkula 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. R.K. Arora, H.No. 478 Sector 12A, Panchkula has been the consumer of DHBVN bearing account no. 0128455919 under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that slab benefit was not given due to abnormally high average taken for the period 10.09.2019 to 13.10.2019. 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 was not present but representative of respondent SDO was present. Complainant requested for another date and representative of respondent SDO was also not conversant with the case. Forum directed the respondent SDO to go through the complaint and submit detailed report during 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 placed on record the rectified bill of the complainant. Forum directed the complainant to appear before the Forum on next date of hearing if grievance persisted. Now to come on the next date of hearing on 27.01.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES            DAKSHIN HARYANA BIJLI VITRAN NIGAM            D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005            Telephone No. 01662-223081            HETRI, SECTOR 16, IDC AREA, GURUGRAM            website: <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 / 3159 / 2020
DATE OF INSTITUTION	03.09.2020
DATES OF HEARING	25.09.2020, 27.10.2020, 01.12.2020 & 29.12.20

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

Present:

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

In the matter of complaint of 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

Not present

For Respondent

None of respondent SDO

## **INTERIM ORDER**

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.

**(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 / 3244 / 2020
DATE OF INSTITUTION	14.10.2020
DATES OF HEARING	27.10.2020, 01.12.2020 & 29.12.2020

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

Present:

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

In the matter of complaint of Sh. Subhash Chand, President, New Sathi, CGHS Ltd., Plot No. GH-92, Sector-54, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Subhash Chand, President, New Sathi, CGHS Ltd., Plot No. GH-92, Sector-54, Gurugram has the consumer account no. 5560660000 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 his old meter was replaced with new meter during the month April, 2019. Since replacement, his bills were being issued on average basis. During May, 2020 bill was issued for Rs.251453/-, which was wrong. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 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. Respondent SDO submitted reply vide memo.no. 3102 dated 27.10.2020 stating that meter of the complainant was replaced in May, 2019 but MCO was updated in Feb., 2020. Due to this, wrong bills were generated. Now, case of the complainant has been sent to CBO for rectification vide case ID No.330063750 which was pending as yet. Forum directed respondent SDO to deliver the rectified bill within fifteen days. Now to come up on the next date of hearing on 27.11.2020.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo.no. 3516 dated 01.12.2020 stating that refund case had been already sent to CBO vide case ID No.330063750 and was still pending. Forum directed respondent SDO to pursue with CBO personally and get the rectified bill delivered bill within fifteen days.


Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo.no. 3882 dated 28.12.2020 stating that Rs.236556/- have been adjusted in complainant's account vide SC&AR No.10/69R and refund case had been already sent to CBO vide case ID No.330063750 and was still pending. Forum directed respondent SDO to pursue with CBO personally and get the rectified bill delivered bill within fifteen days. Now to come up on the next date of hearing on 27.01.2021.

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

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

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



	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM          D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <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 / 3229 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020, 01.12.2020 & 29.12.2020

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **PROCEEDING**

M/s Vodafone Ltd., Plot No.390 P-I, Kirti Nagar, Sector-15, Gurugram has been the consumer of DHBVN bearing account no. G22-MW11-3884 under SDO (OP) S/Divn., DHBVN, Badshahpur. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that Rs.301736/- were charged through sundry in his account on account of defaulting amount lying outstanding against other permanently disconnected Vodafone connection bearing account no. MW11-3783 in the bill for the month of 8/2020, which was wrong. He has requested the forum to redress his complaint.

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

Proceedings were held on 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo.no. 711 dated 26.10.2020 stating that on complainant's request, amount as charged has been refunded through SC&AR No.55/297 and the same shall be reflected in the next bill. Forum was not satisfied with the reply of respondent SDO as this was against Nigam instructions. Forum directed respondent SDO not to refund the amount to the complainant account till its recovery after issue of the notice to the defaulter firm/nominee (as per A&A). No coercive action be taken till decision of the case.


Proceedings were held on dated 01.12.2020 at Gurugram. Complainant and respondent SDO were present. Respondent SDO requested for another date. Request allowed. Now to come up on the next date of hearing on 29.12.2020.

Proceedings were held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO requested for another date. Request allowed as last opportunity. Now to come up on the next date of hearing on 27.01.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES            DAKSHIN HARYANA BIJLI VITRAN NIGAM            D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005            Telephone No. 01662-223081            HETRI, SECTOR 16, IDC AREA, GURUGRAM            website: <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

**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

SDO Not Present

## **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.

**(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 / 3283 / 2020
DATE OF INSTITUTION	13.11.2020
DATES OF HEARING	10.12.2020 & 29.12.2020

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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


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

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. 3883 dated 28.12.2020 stating that case has already been sent to CBO vide case ID no. 8502184931 and is pending as yet. Forum directed respondent SDO to pursue personally the matter with CBO and get delivered rectified bill to the complainant within 10 days. Now to come on the next date of hearing 27.01.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM          D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <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 / 3303 / 2020
DATE OF INSTITUTION	23.11.2020
DATES OF HEARING	10.12.2020 & 29.12.2020

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

Present:

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

In the matter of complaint of M/s A.O.A. Uniworld Gardens-2, Sector-47, Sohna Road, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not 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. Now to come on the next date of hearing 27.01.2021.

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

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

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



	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM          D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <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 / 3307 / 2020
DATE OF INSTITUTION	25.11.2020
DATES OF HEARING	10.12.2020 & 29.12.2020

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not 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. Now to come on the next date of hearing 27.01.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM          D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3191 / 2020
DATE OF INSTITUTION	17.08.2020
DATES OF HEARING	08.10.2020, 27.10.2020, 10.11.2020, 10.12.20 & 29.12.2020

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

## PROCEEDING

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

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

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

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

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

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

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

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.

**(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](mailto: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

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:

Present

For the Respondent

Representative 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 therein 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 instant 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. Now to come on next date of hearing on 12.01.2021.

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

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

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



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**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-2966/2020  
Date of Institution: 17.03.2020  
Date of Hearing: 27.05.20, 30.06.20, 15.7.20, 28.7.20, 11.8.20, 28.8.20,  
25.9.20 & 8.10.2020

Before the Forum for Redressal of Consumer

Grievances, DHBVN Present:

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

In the matter of complaint of Sh. B.K. Aggarwal, Flat owner cum resident, B-503, Park View City-1, Sohna Road, Sector-48, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Division, DHBVN, Sohna  
SDO (OP) Sub Divn. Sohna Road, Gurugram

.....Respondents

Appearance:-

For

Complainant:

Present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Respondent SDO



## PROCEEDING

Sh. B.K. Aggarwal, Flat owner cum resident, B-503, Park View City-1, Sohna Road, Sector-48, Gurugram has got an electricity connection bearing account no. 6307821000 under SDO (OP) S/Divn. DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that excess payment towards ACD had been paid by their society, i.e. M/s Park View Pvt. Ltd. They have made a payment of Rs. 5500000/- whereas as per billing details, the amount should have been Rs. 4717090/- and as such an amount of Rs. 792910/- has been paid in excess. 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 27.05.2020 at Gurugram for hearing of the case.

Proceeding was held through video conferencing on dated 27.05.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted his reply vide memo.no.1921 dated 21.05.2020 with the request that next date may be allowed for proper reply. Complainant also requested through email to give another date. Request allowed. Now to come on next date of hearing on 30.06.2020.

Proceeding was held on dated 30.06.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit the reply. Forum directed the respondent SDO to provide the following information:

1. ACD detail of the complainant with amount of interest paid thereon.
2. Confirmation of availability of MDI in kWh. If not available in kWh, to intimate the standard formula for evaluation of MDI in kWh.
3. Intimate reading date of MDI.

Now to come on next date of hearing along with above information on 15.07.2020.

Proceeding was held on dated 15.07.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO did not submit the reply in respect of the directions issued by the Forum during last hearing. Complainant also was not present. Representative of respondent requested for another date. Request allowed. Now to come up for hearing on 28.07.2020.

Proceeding was held on dated 28.07.2020 at Gurugram. Complainant and respondent SDO were present. Complainant submitted his additional submissions. SDO vide letter dated 27.07.2020 also requested for another date because some clarifications regarding complaint were awaited from CBO as well as SE/Commercial office. Request allowed. Now to come up for hearing on 11.08.2020

Proceeding was held on dated 11.08.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted his reply and a copy of the same was given to the complainant. SDO submitted that the clarifications which he had sought from Hisar office would take some more time and therefore he requested for another date. The complainant also requested that since he would require some time to go through the reply submitted by SDO, he would request for another date. Request allowed. Now to come up for hearing on 28.08.2020.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted his reply vide no. Spl.1 dated 28.08.2020 stating therein that as per SE/Commercial, DHBVN, Hisar clarification dated 20.08.2020 regarding 4% rebate, the amount of rebate will be reflected in the next month's bill. In respect of ACD, excess amount as claimed by the complainant for an amount of Rs.792910/-, reply

in this regard will be submitted after due verification on record. Now to come up for hearing for submission of complete reply on 25.09.2020.

The proceedings were held on 25.09.2020. Complainant as well as the SDO Sohna Road Subdivision were present. All the issues were argued one by one. After the detailed submissions from both the side, the SDO was directed by the Forum to submit issue wise reply and submit it by 5<sup>th</sup> October 2020 with a copy to the complainant so that a detailed argument can be held on 08.10.2020, the next date of hearing. The complainant was also directed to go through the reply and make the submissions. If any, on 08.10.2020.

Proceedings were held on 08.10.2020 wherein complainant as well as the respondent SDO were present. Reply was submitted by the SDO and its copy was also available with the complainant. Preliminary arguments were held but as requested by the DO, another date 27.10.2020 has been fixed for detailed arguments on each of the issue raised in the complaint.

Proceedings were held on 29.12.2020 and detailed arguments were held between the complainant and the SDO. Lot of record was placed on record by both the parties. Forum directed both, the complainant as well as SDO to go through replies and counter replies and final arguments will be held on 12.01.2021.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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 / 3312 / 2020
DATE OF INSTITUTION	02.12.2020
DATES OF HEARING	29.12.2020

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

Present:

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

In the matter of complaint of Sh. 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. Now to come on next date of hearing on dated 27.01.2021.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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 / 3313 / 2020
DATE OF INSTITUTION	02.12.2020
DATES OF HEARING	29.12.2020

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

Present:

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

In the matter of complaint of Smt. 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. Now to come on next date of hearing on dated 27.01.2021.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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 / 3315 / 2020
DATE OF INSTITUTION	03.12.2020
DATES OF HEARING	29.12.2020

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

Present:

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

In the matter of complaint of Sh. Arun Maniya, H.No.129, Block N, South City-1, 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**

Sh. Arun Maniya, H.No.129, Block N, South City-1, Gurugram has been the consumer of DHBVN bearing account no. 1672260000 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 wrong bills are issued since May, 2019. On verbal enquiry, it was found that it was due to non updating MCO in the system. He approached office of respondent SDO many times 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 and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 3886 dated 28.12.2020 stating that the bill of the complainant was wrong due to non updating two no. MCOs in R-APDRP system. For updating one no. MCO, necessary directions have been issued to M/s L&T. Forum directed respondent SDO to get updated both the MCOs within fifteen days and ensure issue of rectified bill well before next date of hearing. Now to come on next date of hearing on dated 27.01.2021.

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

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

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





FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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 / 3316 / 2020
DATE OF INSTITUTION	04.12.2020
DATES OF HEARING	29.12.2020

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

Present:

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

In the matter of complaint of Sh. Mam Chand V&PO Jharsa, Pati Kilhor, Mohalla Julaya,  
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**

Sh. Mam Chand V&PO Jharsa, Pati Kilhor, Mohalla Julaya, Gurugram has been the consumer of DHBVN bearing account no. 3604850000 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 my bill for the month of 9/2020 was issued by punching reading as 11856 but even today reading was 3502 kWh, which is 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 and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 3887 dated 28.12.2020 stating that the bill of the complainant was wrong due to wrong punching of reading. Now, bill of the complainant has been sent to CBO for rectification vide case ID No.1422942774 and was still pending. Forum directed respondent SDO to pursue with CBO personally and ensure issuance of rectified bill well before next date of hearing. Now to come on next date of hearing on dated 12.01.2021.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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 / 3317 / 2020
DATE OF INSTITUTION	04.12.2020
DATES OF HEARING	29.12.2020

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

Present:

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

In the matter of complaint of M/s 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

Not 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. Now to come on next date of hearing on dated 27.01.2021.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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 / 3321 / 2020
DATE OF INSTITUTION	08.12.2020
DATES OF HEARING	29.12.2020

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

Present:

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

In the matter of complaint of Sh. Ashish Aggarwal, H.No.C-46, GF, South City-2, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OPERATION, DHBVN, Sohna  
SDO/OPERATION Sohna Road S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

Sh. Ashish Aggarwal, H.No.C-46, GF, South City-2, Gurugram has been the consumer of DHBVN bearing account no. 3509639700 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 since January, 2020 bill are issued on provisional 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 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. 1303 dated 29.12.2020 stating that electricity bill of the complainant has been prepared as per actual reading and sent to CBO for approval which is still pending. Forum directed respondent SDO to pursue with CBO personally and ensure issuance of rectified bill to the complainant within 15 days. Now to come on next date of hearing on dated 27.01.2021.

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

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

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



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

CASE NUMBER	DH / CGRF / 3327 / 2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020

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

Present:

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

In the matter of complaint of Sh. 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

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. Now to come on next date of hearing on dated 27.01.2021.

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

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

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





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

CASE NUMBER	DH / CGRF / 3328 / 2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020

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

Present:

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

In the matter of complaint of Sh. 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. Now to come on next date of hearing on dated 27.01.2021.

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

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

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



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

CASE NUMBER	DH/CGRF/3329/2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020

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

Present:

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

In the matter of complaint of Sh. Vijay Sharma, H.No.95, Chandan Nagar near Pacific Hotel, Sector-15 P-II, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Respondent SDO

## **PROCEEDING**

Sh. Vijay Sharma, H.No.95, Chandan Nagar near Pacific Hotel, Sector-15 P-II, Gurugram has been the consumer of DHBVN bearing account no. 6295220146 under SDO (OP) IDC S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill issued during the month of July, 2020 and Nov., 2020 for the period 9.5.2020 to 19.11.2020 was wrong. 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 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 did not submit his reply and requested for another date. Request allowed. Now to come on next date of hearing on dated 27.01.2021.

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

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

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



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

CASE NUMBER	DH/CGRF/3331/2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020

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

Present:

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

In the matter of complaint of Sh. Natwar Aggarwal, Flat No.804, GH-5, Royal Presidency,  
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. Natwar Aggarwal, Flat No.804, GH-5, Royal Presidency, Gurugram has been the consumer of DHBVN bearing account no. 9555550000 under SDO (OP) South City S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint requesting to nullify and remove all the bills issued from Nov., 2019 to Oct., 2020 since the readings recorded on 28.12.2019 was 79837 kWH and thereafter reading taken on 14.01.2020 was 280331. Consumed units shown as 200494 for the period 28.12.19 to 14.1.2020 which was highly impossible. And also to install new meter in place of faulty meter. 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 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 no. 3884 dated 28.12.2020 stating that meter of the complainant was changed on final reading 280331, screen shot of meter was placed on record. Bill of the complainant is correct. Complainant was not satisfied. Forum directed respondent SDO to get the old meter of the complainant checked from M&T Lab. and retrieve the data for the period as max. as possible. Also provide consumption data of complainant account since date of connection to date. No coercive action be taken till decision of the case. Now to come on next date of hearing on dated 12.01.2021.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH/CGRF/3333/2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020

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

Present:

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

In the matter of complaint of M/s 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

Not Present

For Respondent

Representative of respondent SDO

## PROCEEDING

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. Now to come on next date of hearing on dated 27.01.2021.

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

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

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