	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3618 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021, 22.07.2021, 10.08.2021, 26.08.2021, 17.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S UPTOWN CONDOMINIUM WELFARE ASSOCIATION, Sector 66, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP SOHNA Divn., DHBVN, Gurugram
SDO/OP S/D Badshahpur, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S UPTOWN CONDOMINIUM WELFARE ASSOCIATION, Sector 66, Gurugram is consumer of DHBVN bearing account no. G22 – BPHT - 0111 under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that incorrect demand has been raised in the bills which were not at all warranted. Also, that the SDO office has connected another connection in unauthorized manner thereby causing frequent disruptions of supply. Also, that DHBVN should be restrained from disconnecting the supply till final resolution of the case. 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 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 436 dated 30.06.2021 stating that an amount of Rs. 8618389/- was not chargeable. The Forum observed that the reply submitted by SDO was very casual and did not speak anything about various issues raised in the complaint. The Forum directed the SDO to submit para wise reply of the case and come up with detail of charging made, grounds for the same and the detail of refund which he proposes to CBO. Next date has been fixed as 22.07.2021.

Proceedings were held on 22.07.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 700 dated 22.07.2021 stating that an amount of Rs. 8618389/- has been refunded. Also, that the builder being same, the builder himself gave consent to connect the other connection on the feeder. The Forum observed that the reply submitted by SDO lacked some important issues. The Forum directed the SDO to personally attend the next hearing along with all the details of the case including the breakdown data of the feeder for the last 6 months. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO had submitted reply on the last date of hearing vide memo no. 700 dated 22.07.2021 stating that an amount of Rs.

8618389/- had been refunded. Also, that the builder being same, the builder himself gave consent to connect the other connection on the feeder. The Forum directed the SDO to personally check the status of feeder breakdown and the maintenance thereof along with the breakdown data of the feeder for the last 6 months. Next date has been fixed as 24.08.2021.

Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO had submitted reply vide memo no. 1108 dated 225.08.2021 giving para wise reply. Copy of this reply was given to the complainant. The Forum again directed the SDO to personally check the status of feeder breakdown and the maintenance thereof along with the breakdown data of the feeder for the last 6 months. Next date has been fixed as 16.09.2021.


Proceedings were held on 17.09.2021. The SDO as well as the complainant were present. The SDO requested for another date for arranging the data as directed by the Forum. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but requested for another date for arranging the data as directed by the Forum. Next date has been fixed as 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3385 / 2021
DATE OF INSTITUTION	11.01.2021
DATES OF HEARING	27.01.2021, 23.02.2021, 10.03.2021, 25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 17.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Ravinder Kumar, B.E. Office Automation Products Pvt. Ltd.,
r/o H.No.19 Sector-15 Part-I, Gurugram regarding wrong billing
..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant representative, representative of M/s Orris Infra. Pvt. Ltd. and representative of respondent SDO were present. Respondent SDO did not submit reply. The representative of developer requested for next date for submitting point wise reply. Request allowed. Forum directed M/s Orris Infrastructure Pvt. Ltd. to furnish detailed reply within seven days with a copy to complainant and respondent SDO. Respondent SDO was also directed to get physically verified the site and submit detailed report in view of HERC regulation and reply of developer well before next date of hearing.

Proceedings were held on 10.03.2021. On the request of SDO, next date is granted for filing further submissions. None appeared from the complainant side. Now to come up for hearing on 25.03.2021.

Proceedings were held on 25.03.2021. All the concerned parties were present.

Copy of the submissions made on behalf of M/S Orris Infra were handed over to M/S B E Automation and the SDO. They were asked to go through the submissions made by M/S Orris and submit their replies to the Forum by the next date of hearing and any additional submissions, if they want to, should also be made latest by 20.04.2021. Next date of hearing is fixed for 27.04.2021.

Proceedings were held on 23.06.2021. All the concerned parties were present. Detailed submissions were made by the counsel of the complainant and all the contents of complaint were read out in the presence of the counsel for defendant M/S Orris. The counsel for complainant apprised that the direction given by Forum in its interim order dated 27.01.2021 regarding inspection of the site by the concerned SDO had not yet been complied with. Representative of the Subdivision was present who confirmed that inspection had not been carried out. This was viewed very seriously by the Forum. At this point, the counsel for complainant argued that since the inspection would now be carried out, it should be carried out by subdivision officers / officials in the presence of complainant as well as the respondent. That this would not only bring transparency in the findings of the inspection but also will remove any misgivings there and then thereby actually helping the Forum to impart justice. The counsel for the respondent opposed this and argued that if the complainant would also be a part of the inspection activity, it would hamper the actual purpose of inspection by the Nigam. The representative of the subdivision did not have any objection to the joint inspection exercise. After hearing all the parties at length, the Forum observed that inspection of the facts at site by the subdivision officers / officials would be more fruitful if the complainant and respondent also associated during the inspection. The Forum also observed that in the interest of justice, no right-thinking person would ever object to an inspection exercise in the presence of both the parties.

The Forum therefore directed the SDO to carry out detailed inspection of the site in presence of both, the complainant as well the respondent, specifically with reference to the issues raised by the complainant in his application and to see whether the provisions of HERC single point connection regulation dated 2020 were being complied with or not by the respondent M/S Orris. The Forum also directed the SDO to draw a single line diagram showing clearly the distribution of supply after single point connection meter and to indicate clearly in the report whether the energy accounting system adopted by the respondent and the reference meters for actual recording of consumption were in consonance with the bills being raised to the end consumers and also to see whether the electricity bills to consumers had in it any component other than electricity. The Forum also directed the SDO that since the matter had already got over delayed, the inspection report as detailed above should be submitted by the next date of hearing on 22.07.2021. The counsel for the

respondent M/S Orris was also asked to submit point wise reply to the contents of original complaint latest by 15.07.2021 with a copy to the complainant and the Forum. The hearing is now fixed for 22.07.2021.

Proceedings were held on 22.07.2021. All the parties were present. The SDO informed that inspection could not be carried out and requested for some more time to carry out the same. The Forum took a serious view of the non-compliance of the directions. Also, M/S Orris did not submit para wise reply to the issues raised by the complainant. The Forum directed the SDO to submit detailed report on the issues latest by 8th August 2021 so that a detailed discussion can be held on the next date of hearing. M/S Orris was also asked to submit para wise reply by the next date of hearing. Next hearing will be held on 10.08.2021.

Proceedings were held on 10.08.2021. All the parties were present. The SDO informed that inspection had been carried out and submitted a copy of same. Copy of the report as well as reply submitted by SDO were given to the complainant as well as to the developer. M/S Orris did not submit para wise reply to the issues raised by the complainant. The Forum directed M/S Orris to submit detailed reply on the issues so that a detailed discussion can be held on the next date of hearing. Next hearing will be held on 24.08.2021

Proceedings were held on 26.08.2021. All the parties were present. The SDO submitted copies of all the papers collected from the builder / developer a copy of which was placed on record and a copy of the same was given to the complainant. M/S Orris did not submit para wise reply to the issues raised by the complainant. The Forum directed M/S Orris to submit detailed reply on the issues latest by 10.09.2021 with a copy to complainant and the SDO so that arguments can take place on the next date of hearing. Next hearing will be held on 16.09.2021.

Proceedings were held on 17.09.2021. All the parties except the developer M/S Orris were present. Counsel of M/S Orris informed through phone message that she had not been keeping well and therefore another date may be granted. The Forum observed seriously the delay that has already happened in the case and expected M/S Orris to make submissions without any further delay. The Forum directed M/S Orris to submit detailed reply on the issues latest by 01.10.2021 with a copy to complainant and the SDO so that arguments can start from the next date of hearing. Next hearing will be held on 01.10.2021.


Proceedings were held on 01.10.2021. All the parties were present. Counsel of M/S Orris requested for another date for filing the reply. The Forum viewed seriously the next date demanded by M/S Orris. On insisting upon by the Forum, counsel of Orris explained that electricity rates being charged were Rs. 5.60/- as per tariff order only and not more than that. But the Forum reminded the counsel that it should be

placed on record whether the common services electricity was being registered separately or not. Also, to place on record as to how many common area meters were working. The counsel for complainant objected to the claims of the counsel of M/S Orris. The Forum directed M/S Orris to submit detailed reply on the issues latest by 10.10.2021 with a copy to complainant and the SDO so that arguments can start from the next date of hearing. Next hearing will be held on 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

CASE NUMBER	DH / CGRF / 3470 / 2021
DATE OF INSTITUTION	08/03/2021
DATES OF HEARING	25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of ABW Tower Condominium Association through council Sh. B.P. Aggarwal, B-5/179, Safdarjung Enclave, New Delhi regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, SUBURBAN, GURUGRAM

SDO/OPERATION S/D DLF DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

INTERIM ORDER

ABW Tower Condominium Association through council Sh. B.P. Aggarwal, B-5/179, Safdarjung Enclave, New Delhi has got an electricity connection bearing account no. 2045740000 under SDO (OP) DLF S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that respondent SDO has not allowed the interest / penal interest on security Deposit and rebate of 1% on the units consumed as per HERC Regulation Dated 22.04.2020. In spite of constant pursuance with respondent SDO, no action has been taken. He requested the forum to redress his complaint.

Complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.03.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 25.03.2021 at Gurugram. Representative of complainant and respondent SDO both were present. SDO submitted his reply vide No. 5264 dated 25/03/2021 stating that interest on security had been given through Software. Copy placed on record. Complainant was not satisfied. Forum directed the respondent SDO to provide the detail of interest / penal interest on security already paid / to be paid since the date of connection to date within 15 days to the Forum with a copy to the complainant and also submit the detailed reply on 1% rebate as per HERC regulation on Single Supply Point on next date of hearing. Now to come up on next date of hearing on 27.04.2021.

Proceeding was held on dated 23.06.2021 at Gurugram. Representative of complainant and respondent SDO both were present. SDO submitted his reply vide No. 5601 dated 23.06.2021 giving point wise reply and a copy of the same was given to the complainant. Copy placed on record. Complainant was not satisfied. Forum directed the respondent SDO to provide the detail specifically regarding 1% rebate on commercial connection as per HERC regulation on Single Supply Point on next date of hearing. The complainant was also sked to go through the reply and come with his comments, if any, by the next date of hearing. Now to come up on next date of hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The complainant through its counsel submitted an amended petition with some additional issues.

Forum directed the respondent SDO to reply in detail on the issues raised in the petition with reference to the HERC regulations in each one of them. Now to come up on next date of hearing on 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO did not submit para wise reply on the issues raised in the petition with reference to the HERC regulations in each one of them. The Forum directed the SDO to submit para wise reply by the next date of hearing with a copy to the complainant so that detailed arguments can be held. Now to come up on next date of hearing on 24.08.2021.

Proceeding was held on dated 26.08.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO submitted a reply vide memo no. 6090 dated 26.08.2021 but it did not contain the para wise reply on the issues raised in the petition with reference to the HERC regulations in each one of them. The Forum again directed the SDO to submit para wise reply by the next date of hearing with a copy to the complainant so that detailed arguments can be held. Now to come up on next date of hearing on 16.09.2021.


Proceeding was held on dated 16.09.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO did not submit reply as directed by the Forum. The Forum again directed the SDO to submit para wise reply by the next date of hearing with a copy to the complainant so that detailed arguments can be held. Now to come up on next date of hearing on 01.10.2021.

Proceeding was held on dated 01.10.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO submitted reply vide memo no. 6318 dated 01.10.2021 stating that the case for change of category of the consumer has been sent to CBO which would take time. The Forum again directed SDO to submit clear reply by the next date of hearing with a copy to the complainant so that detailed arguments can be held. Now to come up on next date of hearing on 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3519 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Mr. Vijay Singh, 691, Saraswati Vihar, Chakkarpur, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

SDO/OP DLF S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Mr. Vijay Singh, 691, Saraswati Vihar, Chakkarpur, Gurugram is a consumer of DHBVN bearing account no. 6123840000 under SDO (OP) DLF S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that in the lock down period, the bills have been issued to him on average basis but now even after the readings are available, his bills on actual reading basis are not being corrected. 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 23.06.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 5600 dated 23.06.2021 stating that since the removed meter had reading as "Not Visible", the account has been overhauled on the basis of consumption of the corresponding previous year. The complainant was not satisfied. The Forum directed the SDO to place on record the consumption data of the last 4 years and of the new meter up to date along with M&P report. Now to come up for hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 5822 dated 22.07.2021 stating that there was a difference of 542 units between what CBO calculated and what his office calculated. The Forum directed the SDO to place on record the detail of difference of 542 units by the next date of hearing. Now to come up for hearing on 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO had submitted reply vide no. 5822 dated 22.07.2021 stating that there was a difference of 542 units between what CBO calculated and what his office calculated. The Forum had directed the SDO to place on record the detail of difference of 542 units by the next date of hearing. SDO requested for another date for making further submissions. Now to come up for hearing on 24.08.2021.

Proceeding was held on dated 26.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The Forum again directed the SDO to place on record the detail of difference of 542 units by the next date of hearing. SDO requested for another date for making further submissions. Now

to come up for hearing on 16.09.2021.


Proceeding was held on dated 16.09.2021 at Gurugram. Complainant and representative of respondent SDO were present. The Forum again directed the SDO to check up from records and from the snap shots of the removed meter as placed on record by the complainant and verify as to whether the meter had been removed on OK basis or on defective status. SDO requested for another date for making further submissions. Now to come up for hearing on 01.10.2021.

Proceeding was held on dated 01.10.2021 at Gurugram. Complainant and representative of respondent SDO were present. The complainant again placed on record the snapshot of the removed meter which clearly shows the last reading at the time of its removal. The SDO said that he would have to get it verified from L&T and another date should be given. Now to come up for hearing on 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3654 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	22.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Mr. Sunny Yadav, Shri Ram Complex, Block C, Sushant Lok I, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

SDO/OP DLF S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Mr. Sunny Yadav, Shri Ram Complex, Block C, Sushant Lok I, Gurugram is a consumer of DHBVN bearing account no. 8763350000 under SDO (OP) DLF S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had been charged wrongly on account of half margin and MDI which has never been the case. 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 22.07.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit reply and requested for another date to go through the case and submission of facts. Requested agreed. Next hearing date is 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide memo no. 5975 dated 10.08.2021 and submitted reply along with copies of Half Margin and consumption data. The complainant was advised to meet SDO to check up the previous data online and submit his comments on the available record. Next hearing date is 24.08.2021.

Proceeding was held on dated 26.08.2021 at Gurugram. Complainant was not present but representative of respondent SDO was present. The SDO did not submit any fresh reply but reiterated that the reply submitted vide memo no. 5975 dated 10.08.2021 was correct. The Forum advised the complainant to be present on the next date of hearing so that arguments can take place. Next hearing date is 16.09.2021.

Proceeding was held on dated 16.09.2021 at Gurugram. Complainant as well as representative of respondent SDO was present. The SDO did not submit any fresh reply but reiterated that the reply submitted vide memo no. 5975 dated 10.08.2021 was correct. The Forum directed the SDO to place on record the complete consumption data and specifically the increase in MDI for the first time and then on subsequent occasions. Next hearing date is 01.10.2021.


Proceeding was held on dated 01.10.2021 at Gurugram. Complainant as well as representative of respondent SDO was present. The SDO did not submit any fresh reply but reiterated that the reply submitted vide memo no. 5975

dated 10.08.2021 was correct. The Forum viewed seriously the casual approach of the SDO and directed him to place on record the complete consumption data and specifically the increase in MDI for the first time and then on subsequent occasions. Next hearing date is 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3360 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021, 23.02.2021, 25.03.2021, 23.06.2021, 08.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Subhash Chand Arora, M/s Trepri Consultants Pvt. Ltd., H-3/157, 2nd Floor, Vikas Puri, New Delhi regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

Proceeding was held on dated 27.1.2021 at Gurugram. Complainant and representative of respondent SDO were present. Representative of respondent SDO requested for another date to furnish reply. Request allowed.

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO furnished reply vide no. 495 dated 22.2.2021 stating that his office has no rights or the method to refund security until it was a PDCO case. Process of reduction of load is in progress and fixed charges of the complainant would be adjusted after reduction of load. Forum directed respondent SDO to refund the excess ACD along with interest within fifteen days and expedite the reduction of load/adjustment of fixed charges and rectification of bill for the month of Feb., 2019. Now to come up on the next date of hearing on 25.03.2021.

Proceedings were held on 25.03.2021. Both the parties were present. The SDO submitted reply vide memo no. 360 dated 24.03.2021 stating that case for refund of excess fixed charges had been sent to CBO for approval whereas the case for refund on account of MF and excess ACD would be submitted to CBO within next 7 days. The Forum directed the SDO to refund the excess ACD within next 15 days No coercive action should be taken against the complainant till final resolution of the case. Now to come up for hearing on 27.04.2021.

Proceedings were held on 23.06.2021. Both the parties were present. The SDO apprised that the case for refund on account of MF and excess ACD had been submitted to CBO and was pending approval there. The Forum directed the SDO to make all necessary corrections within next 15 days. No coercive action should be

taken against the complainant till final resolution of the case. Now to come up for hearing on 08.07.2021.

Proceedings were held on 08.07.2021. Both the parties were present. The SDO submitted reply vide memo no. 1753 dated 07.07.2021 stating that after adjustment of Rs. 10,11,138/-, the grievance of the complainant had been resolved. But the complainant told that all other grievances were still pending and the subdivision was not taking action on his repeated requests. The SDO informed that all other issues have also been resolved but were pending at the level of CBO. The Forum directed the SDO to make all necessary corrections within next 15 days. No coercive action should be taken against the complainant till final resolution of the case. Now to come up for hearing on 10.08.2021.

Proceedings were held on 10.08.2021. Both the parties were present. The SDO had submitted reply vide memo no. 1753 dated 07.07.2021 during last hearing that after adjustment of Rs. 10,11,138/-, the grievance of the complainant had been resolved. But the complainant had told that all other grievances were still pending and the subdivision was not taking action on his repeated requests. The SDO informed that all other issues have also been resolved but were pending at the level of CBO. The Forum directed the SDO to make all necessary corrections within next 15 days. No coercive action should be taken against the complainant till final resolution of the case. Now to come up for hearing on 24.08.2021.

Proceedings were held on 26.08.2021. Both the parties were present. The SDO did not submit any fresh reply. The complainant again told that all other grievances were still pending and the subdivision was not taking action despite his repeated requests. The SDO informed that all other issues have also been resolved but were pending at the level of CBO. The Forum again directed the SDO to make all necessary corrections within next 15 days. No coercive action should be taken against the complainant till final resolution of the case. Now to come up for hearing on 16.09.2021.

Proceedings were held on 16.09.2021. Both the parties were present. The SDO did not submit any fresh reply. The complainant again told that all other grievances were still pending and the subdivision was not taking action despite his repeated requests. The SDO informed that all other issues have also been resolved but were pending at the level of CBO. The Forum again directed the SDO to make all necessary corrections within next 15 days. No coercive action should be taken against the complainant till final resolution of the case. Now to come up for hearing on 01.10.2021.


Proceedings were held on 01.10.2021. Both the parties were present. The SDO did not submit any fresh reply. The complainant again told that all other grievances

were still pending and the subdivision was not taking action despite his repeated requests. He again listed the issues which are yet to be resolved despite nos. of hearing dates have passed. These issues were refund of Fixed Charges after reduction of load from 450 kW to 100 kW and then to 260 kW, refund of ACD, refund of service connection charges, and interest on ACD since the date of connection. The SDO informed that all these issues have been resolved but were pending at the level of CBO. The Forum again directed the SDO to make all necessary corrections within next 15 days. No coercive action should be taken against the complainant till final resolution of the case. Now to come up for hearing on 25.10.2021.

MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

CASE NUMBER	DH / CGRF / 3485 & 3529 / 2021
DATE OF INSTITUTION	09/03/2021
DATES OF HEARING	25.03.2021, 23.06.2021, 08.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Sudershan Kumar Ahuja, President- New Shivani Cooperative Group Housing Society, Plat No. 51, Sector-56 Gurugram regarding wrong billing
..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, SUBURBAN, GURUGRAM
SDO/OPERATION S/D south city DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Sudershan Kumar Ahuja, President, New Shivani Cooperative Group Housing Society, Plat No. 51, Sector-56 Gurugram has got an electricity connection bearing account no. 8183660000 under SDO (OP) south city S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that monthly consumption of his society was abnormally high since Feb 2020 to Jan 2021. Particularly the bills issued for the months of 11/2020, 01/2021 and 02/2021 were high and needed rectification as per actual reading basis. But inspite of constant pursuance with respondent SDO, no action has been taken. He requested the forum to redress his complaint.

Complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.03.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 25.03.2021 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo no. 764 dated 24.03.2021 stating that billing of complainant was correct and no further action was required. Complainant was not satisfied. Forum directed the respondent SDO to submit consumption data since installation of existing meter up to the date. No coercive action be taken till disposal of the case. Now to come up for hearing on 27.04.2021.

Proceedings were held on 23.06.2021. Complainant as well as the SDO were present. Complainant and respondent SDO were present. SDO submitted reply vide memo no. 1352 dated 07.06.2021 stating that billing of complainant had been corrected and no further action was required. Complainant was not satisfied and told that not even a single bill has been delivered correct since 2013. He showed copies of some bills which had errors in the readings and the reading dates. The Forum after observing lot of misunderstanding on part of both the parties directed the respondent SDO to submit consumption data since installation of existing meter up to the date, the payment history and copies of the corrected bills. The complainant was also asked to visit the subdivision the next day and find out if he still had any doubts regarding meter readings on the basis of which the bills had been corrected by the subdivision. No coercive action be taken till disposal of the case. Now to come up for hearing on

08.07.2021.

Proceedings were held on 08.07.2021. Complainant as well as the SDO were present. SDO submitted reply vide memo no. 1754 dated 07.07.2021 annexing all the previous bills apprising that the bills have since been corrected. The complainant when asked to see the corrected bills, lot of mistakes were found in the bills. Specially w.r.t. the old readings and new readings. The complainant again reiterated that not even a single bill has been issued correctly. The SDO was asked to check up and get the reading data retrieved for the maximum period possible and place on record by the next date of hearing. No coercive action be taken till disposal of the case. Now to come up for hearing on 10.08.2021.

Proceedings were held on 10.08.2021. Complainant as well as the SDO were present. SDO submitted reply vide memo no. 2054 dated 10.08.2021 annexing the downloaded data of the complainant's meter. A copy of the same was given to the complainant and he was asked to see the correctness of bills on the basis of this downloaded data and not on the basis of any other readings or LL-1. No coercive action be taken till disposal of the case. Now to come up for hearing on 24.08.2021.

Proceedings were held on 26.08.2021. Complainant as well as the SDO were present. The SDO did not submit any fresh reply. The complainant came up with a detailed comparison showing the actual bills raised by Nigam and the detail of readings downloaded from the system provided to him during last hearing. Copy of this comparison was given to the SDO. The Forum directed the SDO to check up the comparison sheet and submit his detailed reply by the next date of hearing explaining the reasons for this difference. No coercive action be taken till disposal of the case. Now to come up for hearing on 16.09.2021.

Proceedings were held on 16.09.2021. Complainant as well as the SDO were present. The complainant came up with a detailed comparison showing the actual bills raised by Nigam and the detail of readings downloaded from the system provided to him during last hearing. Copy of this comparison was given to the SDO. The Forum observed that the downloaded data of the meter was an authentic data and could be relied upon. The Forum also observed that the only solution to the problem was to regenerate the bills on basis of downloaded data and find out the difference between the payable and the paid. The SDO


was directed to place on record the bills so regenerated on the next date of hearing. No coercive action be taken till disposal of the case. Now to come up for hearing on 01.10..2021.

Proceedings were held on 01.10.2021. Complainant as well as the SDO were present. The SDO submitted reply vide memo no. 119 dated 30.09.2021 annexing thereby the total nos. of bills regenerated on the basis of downloaded readings and explained that there was no difference in the bills already issued and the bills now regenerated. Copy of the reply was also given to the complainant. But the complainant on scrutiny of SDO's reply apprised that there was still a difference of around Rs. 10 lacs between the bills they have paid and the sum total of regenerated bills. The SDO and complainant were again directed to reconcile the figures and come out with the conclusion on the next date of hearing. No coercive action be taken till disposal of the case. Now to come up for hearing on 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3583 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRDEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Raj Kumar, JMD Garden, Sector 33, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Raj Kumar, JMD Garden, Sector 33, Gurugram is consumer of DHBVN bearing account no. 3197821000 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 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 and slab benefit has also not been 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 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO did not submit reply and requested for another date to come up with detailed submission. The Forum directed the SDO to submit his reply within next `5 days along with copy to the complainant so that the case can be discussed at length during next hearing. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 593 dated 09.08.2021 a copy of which was handed over to the complainant. The Forum directed the SDO to trace out complete record and the case file to further place on record the facts of the case. Also, the complainant was directed to submit proof of bills distributed among the residents way back in 2013 so that detailed arguments can be held in the case. Next date has been fixed as 24.08.2021.

Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply. The Forum directed the SDO to trace out complete record and the case file to further place on record the facts of the case. Also, the complainant was directed to submit proof of bills distributed among the residents way back in 2013 so that detailed arguments can be held in the case. Next date has been fixed as 16.09.2021.

Proceedings were held on 16.09.2021. The SDO as well as the complainant were present. The complainant placed on record the details of billing a copy of which was given to the SDO. Both the parties were asked to go through the records and come prepared for arguments on the next date of hearing. Next date has been fixed as 01.10.2021.


Proceedings were held on 01.10.2021. The SDO as well as the complainant were present. The complainant placed on record the detail of billing a copy of which was given to the SDO. The SDO said that the issues raised by complainant were in his

knowledge but he would need some more time to find out the record in that context specially because the connection used to be in Badshahpur subdivision and the complete record from there had not been transferred to the new subdivision. Both the parties were asked to go through the records and come prepared for arguments on the next date of hearing. Next date has been fixed as 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3563 / 2021
DATE OF INSTITUTION	25.05.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 26.08.2021, 17.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Sheela Verma, 343, Sector 10, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Sheela Verma, 343, Sector 10, Gurugram is consumer of DHBVN bearing account no. 2994060000 under SDO (OP) S/Divn., DHBVN, Kadipur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that after change of smart meter by L&T, she has been getting bills on average basis and excessive amounts have been charged. She wanted her bills to be corrected. She 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 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. The SDO was present but the complainant was not present. The SDO did not submit any reply but requested for another date for getting into the details of the case and for making necessary corrections. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO was present but the complainant was not present. The SDO did not submit any reply but requested for another date for getting into the details of the case and for making necessary corrections. Next date has been fixed as 24.08.2021.

Proceedings were held on 26.08.2021. The SDO as well as complainant were present. The SDO did not submit any reply but requested for another date for getting into the details of the case and for making necessary corrections. Next date has been fixed as 16.09.2021.


Proceedings were held on 17.09.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 4718 dated 15.09.2021 stating that the case for refund and correction of bill was being taken up with CBO and L&T and required another 15 days to get the corrections made. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO was present but the complainant was not present. The SDO did not submit any fresh reply but said that that the case for refund and correction of bill was being taken up with CBO and L&T and required another 15 days to get the corrections made. Next date has been fixed as 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3687 / 2021
DATE OF INSTITUTION	03.08.2021
DATES OF HEARING	26.08.2021, 17.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Bhagwanti, House no. 1802, Sector 4, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Bhagwanti, House no. 1802, Sector 4, Gurugram is consumer of DHBVN bearing account number 6533230000 under SDO (OP) S/Divn., DHBVN, New Colony, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that after installation of smart meter by the department, he had been paying the bills as per messages received from time to time. From March 2021, the messages stopped coming. She approached the subdivision but it was of no help. Then in June 2021, she got a bill of more than Rs. 1,20,000/- which was totally wrong. After a lot of pursuance, she could gather from JE that the reading of her meter had got interchanged with some other meter and that he would verify the actual reading. But even after verification of the actual reading by the JE, no corrections have been made and that she is being forced by the subdivision to deposit the full amount of more than Rs. 1,20,000/-. She 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 24.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but said that he would get the matter investigated from the records and would get the corrected bill issued after taking up the matter with CBO. The Forum directed the SDO to take up the matter personally with CBO and get the issue resolved by the next date of hearing. No coercive action should be taken till final disposal of the case. Next date has been fixed as 16.09.2021.

Proceedings were held on 17.09.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but said that he would get the matter investigated from the records and would get the corrected bill issued after taking up the matter with CBO. The Forum observed that SDO had not made any effort to resolve the issue despite clear verification by the area JE in-charge. The Forum directed SDO to take up the matter personally with CBO and get the issue resolved by the next date of hearing. No coercive action should be taken till final disposal of the case. Next date has been fixed as 01.10.2021.


Proceedings were held on 01.10.2021. The SDO as well as the

complainant were present. The SDO submitted reply vide memo no. 7922 dated 01.10.2021 tht the necessary corrections have been made in the record and that the case for correction of bill has been sent to CBO where it was pending for approval. The Forum directed SDO to take up the matter personally with CBO and get the issue resolved by the next date of hearing. No coercive action should be taken till final disposal of the case. Next date has been fixed as 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3699 / 2021
DATE OF INSTITUTION	24.08.2021
DATES OF HEARING	26.08.2021, 17.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Aviral Batra, Villa no. MD-47, ELDECO Mansions, Sector 48, Sohna Road, Gurugram regarding wrong charging of tariff by the RWA

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Aviral Batra, Villa no. MD-47, ELDECO Mansions, Sector 48, Sohna Road, Gurugram is not a direct consumer of DHBVN but is a consumer of ELDECO Mansions to which DHBVN supplies electricity at single point and the RWA raises the monthly bills to its residents. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bill he is given by the RWA every month is not the electricity consumption bill but it includes so many other charges, maintenance charges. Also that the tariff charged from him against his electricity consumption is more than the tariff order approved by HERC. He has complained that the RWA is not following the Single Point Supply Regulation of HERC and is thus violating law. That he should be given the electricity bill separately exclusive of any other charges / levies etc. 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 24.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but told that since the matter was between the complainant and the RWA, the RWA should also be made a party to explain the position. The Forum directed SDO to issue a notice to the RWA attaching the copy of complaint and to ask for their reply before the next date of hearing. The Forum clarified to the SDO that under the Regulations, it was responsibility of the Nigam to ensure the compliance of the provisions of the said Regulations. Next date has been fixed as 16.09.2021.


Proceedings were held on 17.09.2021. The SDO, the complainant and representative of RWA was present. The counsel appearing for RWA submitted reply to the issues raised in the complaint. Copy of the reply was given to the complainant. All the parties were directed to come prepared for arguments on the next date of hearing. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO and representative of RWA was present. The complainant was available through phone call. The complainant was asked to submit his version of facts on the reply submitted by the respondent RWA the copy of which had been sent to him through e-mail. All the parties were directed to come prepared for arguments on the next date of hearing. Next date has been fixed as 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3658 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	20.08.2021, 16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Jaimini, South City I RWA regarding Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Jaimini from the South City I RWA, Gurugram is one of the consumers of DHBVN under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint on behalf of the residents of South City I RWA mentioning in her detailed petition the hardships they have been facing due to non-taking over of the electricity distribution system by DHBVN and non-maintenance of the system by the builder / developer M/S UNITECH. The petition cites the difficulties faced by the residents and the issues which require redressal either by DHBVN or by the developer. She has requested the forum to redress the grievances of a large nos. of residents.

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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO did not submit any reply. The Forum observed that the issues raised in the petition of serious directly affecting the electricity supply and restoration specially in case of faults / breakdowns. The Forum also observed that the developer should also be made a party in this case in order to explain his position and the reasons for not maintaining the system. The Forum directed the SDO to send a copy of the petition to the builder / developer M/S Unitech Ltd. and issue them a notice to appear on the next date of hearing along with detailed para wise reply. The SDO also to submit a para wise reply stating the reasons for not taking over the system and the amount of inadequacy against the developer, overall as well as specifically against South City I.

Next date has been fixed as 16.09.2021.


Proceedings were held on 16.09.2021. No one appeared on behalf of the developer M/S Unitech. The SDO was asked to issue them a written notice for appearing on behalf of the developer on the next date of hearing. Next date of hearing is fixed for 01.10.2021.

Proceedings were held on 01.10.2021. No one appeared on behalf of the developer M/S Unitech. The SDO was again asked to issue them a written notice for submitting detailed reply and appearing on behalf of the developer on the next date of hearing so that arguments can start. Next date of hearing is fixed for 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3652 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	20.08.2021, 16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Orchid Islands RWA, Sector 51, Gurugram
regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S Orchid Islands RWA, Sector 51, Gurugram are consumers of DHBVN bearing old account no. 7298087901 and new account no. 3537733130 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint raising three issues:

- i) Rebate of 4% has not been given to them from 2016 to 2020
- ii) Nos. of flats occupied have not been verified by the Nigam as a result of which they are being made to pay at a tariff higher than the applicable one
- iii) There are outstanding dues towards them which may be refunded to them with interest

They have 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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2169 dated 19.08.2021 stating that an amount of Rs. 8112199/- has been calculated as refundable. the LL-1. The SDO was directed to provide the complainants the detail of refund amount so calculated and submit para wise reply specifically mentioning the contents of the complaint The Forum also asked the complainants to check the refund amount so calculated by the subdivision and let the Forum know if there is any difference of opinion. iNext date has been fixed as 16.09.2021.

Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2428 dated 16.09.2021 stating that from 7/2016 to 11/2019, the bills issued were manual ones and therefore there was no record of the bills in the system. The complainant also said that they did not have the bills of that time. The Forum directed both the parties to recheck their records and come out with further details on the next hearing. iNext date has been fixed as 01.10.2021.


Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 120 dated 30.09.2021 stating that from 7/2016 to 11/2019, the bills issued were manual ones and therefore there was no record of the bills in the system. The

complainant also said that they did not have the bills of that time. The Forum directed both the parties that it was not possible for the Forum to order any relief only on the basis of assumptions. The Forum again directed both the parties to recheck their records and come out with further details on the next hearing. Next date has been fixed as 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3629 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. J K Arora, Plot no. GH-29, Sector 56, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. J K Arora, Plot no. GH-29, Sector 56, Gurugram is consumer of DHBVN bearing account no. 6420660000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint on behalf of J K Cooperative Group Housing Society having 48 nos. of flats stating the following issues:

- i) Slab benefit is not being given
- ii) 4% rebate is not being given right from the beginning
- iii) Interest on ACD has not been paid and that it should be refunded with penal interest

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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2168 dated 19.08.2021 stating that his office was aware of the issues raised in the complaint and that he has been taking up the matter with CBO for refund of all the dues. No coercive action be taken till final resolution of the case. Next date has been fixed as 16.09.2021.


Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply but apprised that he was taking up the matter with CBO for refund of all the dues. No coercive action be taken till final resolution of the case. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 121 dated 30.0.2021 stating that after checking up the record, an amount of Rs. 487215/- was found adjustable in the complainant's account. The complainant was asked to go through the detail submitted by the SDO and come out with his statement and for a detailed discussion on the subject. No coercive action be taken till final resolution of the case. Next date has been fixed as 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3694 / 2021
DATE OF INSTITUTION	06.08.2021
DATES OF HEARING	20.08.2021, 17.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Subhash Chand Arora, Flat no. 601, Diamond Court, Essel Towers, MG Road, Gurugram regarding refund of wrongly charged estimated cost
..... Complainant / Petitioner

Vs.

XEN / OP CITY, Manesar, DHBVN, Gurugram
SDO/OP S/D Manesar, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Subhash Chand Arora, Flat no. 601, Diamond Court, Essel Towers, MG Road, Gurugram is consumer of DHBVN having a connection in the name of Shyam Communications under SDO (OP) S/Divn., DHBVN, Manesar, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating the following issues:

- i) that the calculation of ultimate load of their project was wrongly calculated which caused demand of wrong charges against release of their connection.
- ii) That the estimate prepared by HVPN was on the basis of GIS substation at Sector 72 whereas the substation was AIS.
- iii) That since the HVPN has revised the estimate, the amount taken extra from them should be refunded.

That he has been approaching respondent Nigam for finally settling the issues 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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but requested for another date to submit reply and to collect details from HVPN. The Forum directed the SDO to take up the matter personally with HVPN and submit detailed reply. Next date has been fixed as 16.09.2021.


Proceedings were held on 16.09.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but requested for another date to submit reply and to collect details from HVPN. The Forum directed the SDO to take up the matter personally with HVPN and submit detailed reply. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but requested for another date to submit reply and to collect details from HVPN. The Forum directed the SDO to take up the matter personally with HVPN and submit detailed reply. Next date has been fixed as 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3617 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021, 20.08.2021, 17.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through vC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S V Care Tech. SCO 34, Sector 14, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S V Care Tech. SCO 34, Sector 14, Gurugram is consumer of DHBVN bearing account no. 7796070000 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have been getting excessive bills on the basis that their MDI had exceeded in 2017. But this MDI was actually not recorded which as per SDO had been confirmed by the SDO also. But the amount has not so far been taken out of the account and also, the connection has been disconnected on non-payment of this disputed amount. 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 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO did not submit reply but assured to get the matter looked into. The Forum directed the SDO to place on record the M&P checking reports, before and after the month of dispute in 2017. Also, to place on record the consumption data of 3 years prior to the month of dispute and after that up to the disconnection. Next date has been fixed as 10.08.2021.

Proceedings were held on 20.08.2021. The SDO as well as the complainant were present. The SDO did not submit reply but assured to get the matter looked into. The Forum directed the SDO to place on record the M&P checking reports, before and after the month of dispute in 2017. Also, to place on record the consumption data of 3 years prior to the month of dispute and after that up to the disconnection. Next date has been fixed as 16.09.2021.

Proceedings were held on 16.09.2021. The SDO as well as the complainant were present. The SDO did not submit reply but assured to get the matter looked into. The Forum again directed the SDO to place on record the M&P checking reports, before and after the month of dispute in 2017. Also, to place on record the consumption data of 3 years prior to the month of dispute and after that up to the disconnection. Next date has been fixed as 01.10.2021.


Proceedings were held on 01.10.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 2913 dated 30.09.2021 stating the details of amount charged. The Forum observed that it was a case of charging of penalty against exceeded MDI from 29.12.2016 to

30.05.2017. The Forum observed that SDO should place on record the M&P checking reports, before and after the month of dispute in 2017. Also, to place on record the consumption data of 3 years prior to the month of dispute and after that up to the disconnection. Next date has been fixed as 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p style="text-align: center;">FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p>
	<p style="text-align: center;">HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>

CASE NUMBER	DH / CGRF / 3638 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Kamal Kumar Pandey, ESSEL Towers, MG Road, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Kamal Kumar Pandey, ESSEL Towers, MG Road, Gurugram has filed this complaint on behalf of RWA of M/S Essel Towers, MG Road, Gurugram who are consumer of DHBVN under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating the following issues:

- i) The ACD deposited so far is not updated and therefore the demand of additional ACD is not justified
- ii) Interest on deposited ACD has not been paid or lesser than eligible interest has been paid
- iii) Penal interest should be paid on the unpaid dues so far

He approached respondent Nigam for correction 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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The SDO as well as the complainant were present. The SDO did not submit reply but assured to get the matter looked into and submit the reply by the next date of hearing. Next date has been fixed as 16.09.2021.

Proceedings were held on 16.09.2021. The SDO as well as the complainant were present. The SDO submitted reply dated 16.09.2021 giving details of the benefits given to the complainant. Copy of the reply was given to the complainant. The Forum decided that a detailed discussion would be held on the next date of hearing. Next date has been fixed as 01.10.2021.


Proceedings were held on 01.10.2021. The SDO as well as the complainant were present. The counsel for complainant apprised that it was a unique case where a particular fact has been admitted before the HERC but the same is being denied here. He cited some examples in this regard. The counsel submitted that the DHBVN had agreed before HERC that an ACD of Rs. 41,14,070/- had been deposited by the complainant in 2013. Also, that the same ACD had been admitted by the Nigam before CGRF in case no. 2286 of 2018. Also, that an additional ACD of Rs. 69 lacs had been deposited in three instalments in Feb. 2019, March 2019 and April 2019 taking the total ACD amount to more than Rs. 1 crore. But in the last reply submitted by SDO, out of

Rs. 69 lacs, the SDO has admitted only Rs. 11 lacs. The Forum directed the SDO to take note of the submissions made by the counsel of the complainant and verify the correctness from his records. The Forum also decided that a detailed discussion would be held on the next date of hearing. Next date has been fixed as 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3628 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 17.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Col. Mani Ram Yadav on behalf of M/S Heritage One Condominium, Sector 62, Gurugram regarding billing and ACD issues

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Col. Mani Ram Yadav on behalf of M/S Heritage One Condominium, Sector 62, Gurugram Has filed this complaint on behalf of RWA of M/S HERITAGE One Condominium. Sector 62, Gurugram who are consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating the following issues:

- i) That slab of tariff should be decided after first deducting 4% units from the total consumption and the bills issued should be corrected and the excess payments made should be refunded
- ii) Penal interest should be paid on the entire ACD deposited with DHBVN for the period the interest has not been paid
- iii) Municipal Tax collected so far be refunded because the area falls outside the Municipal limits of Gurugram
- iv) That Rs. 100000/- should be paid on account of inefficiency in service

He approached respondent Nigam for correction 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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The SDO as well as the complainant were present. The SDO did not submit reply but assured to get the matter looked into and submit the reply by the next date of hearing. Next date has been fixed as 16.09.2021.


Proceedings were held on 17.09.2021. The SDO as well as the complainant were present. The SDO did not submit reply but assured to get the matter looked into and submit the reply by the next date of hearing. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO as well as the complainant were present. The SDO did not submit reply but assured to get the matter looked into and submit the reply by the next date of hearing. Next date has been fixed as 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3647 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	13.07.2021, 20.08.2021, 09.09.2021, 16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Sukesh Jain, Fairdeal Hospitality, Sector 39,
Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Sukesh Jain, Fairdeal Hospitality, Sector 39, Gurugram is consumer of DHBVN bearing account no. 4192270000 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 an amount of Rs. 414530/- has been wrongly charged and that despite his repeated persuasion with the subdivision, no action to take out the amount 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 13.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1810 dated 12.07.2021 stating that the amount charged was correct and as per half margin raised by the audit. The Forum was not satisfied with the casual reply submitted. The SDO was directed to submit detailed reply specifically mentioning the contents of the complaint i.e. date of checking, Copy of LL-1, Proof of change of category, Copy of notice, Detail of penalty deposited, Why charged again when it has already been paid and copy of half margin. No coercive action be taken till final resolution of the case. Next date has been fixed as 10.08.2021.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2166 dated 19.08.2021 attaching the copy of half margin and the LL-1. The SDO was again directed to submit detailed reply specifically mentioning the contents of the complaint i.e. Proof of change of category, Copy of notice, Detail of penalty deposited, Why charged again when it has already been paid and copy of half margin. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2338 dated 08.09.2021 stating that the consumer has already paid the tariff higher than what it would become after the change of category was applied. The Forum directed the SDO to place on record a comparison sheet of the two calculations. No coercive action be taken till final resolution of the case. Next date has been

fixed as 16.09.2021


Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2428 dated 16.09.2021 annexing thereby the comparison sheet of the two charging. The Forum observed that the complainant has already paid more than what it could have been had the category been the NDS category. The Forum also observed that Nigam did not suffer any loss in this case. But before deciding the matter, the Forum directed the SDO to place on record any sales circular in this regard which says that no penalty should be charged if the payment made is already more than what it could have been charged in the other category. Next date of hearing is 01.10.2021.

Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply but requested for another date to place the relevant circular on record by the next date of hearing. Next date of hearing is 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3729 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Piroti, Kanhai village, Gurugram regarding issue of wrong bill

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Piroti, village Kanhai, Gurugram is consumer of DHBVN with account no. 0959170000 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 an amount of Rs. 374613/- has been charged in her account for no reason. She had been trying to get the details of this charging but no details have been provided. She 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 16.09.2021 at Gurugram for hearing of the case.


Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2429 dated 16.09.2021 stating that the amount charged was against a half margin charged on basis of burnt meter. Forum directed SDO to place on record all the relevant papers on the next date of hearing. Next date of hearing is fixed for 01.10.2021. In the meanwhile, no coercive action be taken against the complainant.

Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply. The Forum again directed SDO to place on record all the relevant papers on the next date of hearing including the details of charging 374613/-. Next date of hearing is fixed for 14.10.2021. In the meanwhile, no coercive action be taken against the complainant.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3726 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Mamta Sharma, House no. 311, Moti Vihar,
Silokhra, Gurugram regarding issue of wrong bill

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Mamta Sharma, House no. 311, Moti Vihar, Silokhra, Gurugram is consumer of DHBVN with account no. 9028377457 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 an amount against theft of electricity has been put in her bill whereas no theft case has ever been made against her. She had been trying to get the details of theft case which the Nigam claims to have been made out against her but no details have been provided. No action has been taken so far. She 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 16.09.2021 at Gurugram for hearing of the case.


Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO requested for another date for submission of detailed reply in that regard. The Forum directed SDO to place on record the copy of LL-1, the notice served at that time and any other relevant record pertaining to the issue raised in the complaint with a copy to the complainant. Next date of hearing is fixed for 01.10.2021. In the meanwhile, no coercive action be taken against the complainant.

Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO requested for another date for submission of detailed reply in that regard. The Forum again directed SDO to place on record the copy of LL-1, the notice served at that time and any other relevant record pertaining to the issue raised in the complaint with a copy to the complainant. Next date of hearing is fixed for 14.10.2021. In the meanwhile, no coercive action be taken against the complainant.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3728 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Rajdhani Syntex Pvt. Ltd., Plot no. 758, Pace City II, Sector 37, Gurugram regarding non refund of ACD

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S Rajdhani Syntex Pvt. Ltd., Plot no. 758, Pace City II, Sector 37, Gurugram is consumer of DHBVN with account no. 2442270000 under SDO (OP) S/Divn., DHBVN, Kadipur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they had got the load reduced from 300 kW to 70 kW in March 2020 but the excess ACD has not been adjusted in the bill despite repeated assurances from the subdivision. No action has been taken so far. She 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 16.09.2021 at Gurugram for hearing of the case.


Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO requested for another date for submission of detailed reply in that regard. Next date of hearing is fixed for 01.10.2021.

Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. Spl. 1 / CGRF dated 01.10.2021 stating that case for refund of ACD has already been processed and would be reflected in the next billing cycle. Next date of hearing is fixed for 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3727 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	16.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Mr. Nikhil Relan, House no. 1276, Sector 15, Part II, Gurugram regarding non release of connection

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Mr. Nikhil Relan, House no. 1276, Sector 15, Part II, Gurugram is non-consumer of DHBVN who has applied for a new connection under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that against his application for a new meter, the connection had been released but the same was removed for no reason. That it was his legitimate right to get the connection on demand. He has also not been explained by the subdivision as to what grounds the installed meter has been removed. No action has been taken so far. She 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 16.09.2021 at Gurugram for hearing of the case.


Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO requested for another date for submission of detailed reply in that regard. Next date of hearing is fixed for 01.10.2021.

Proceedings were held on 01.10.2021. The complainant was present through phone call whereas the SDO was present. The SDO submitted that the application had been cancelled in the system and therefore the complainant may apply again for the new connection. The Forum observed that on the basis of submissions made by the SDO, there was no issue in allowing a new connection in the name of complainant and directed the complainant to apply again. Next date of hearing is fixed for 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3649 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	20.08.2021, 09.09.2021, 24.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Sumiti Relan, 1276, Sector 15, Part II, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Sumiti Relan, House no. 1276, Sector 15, Part II, Gurugram 5142130000 is a consumer of DHBVN bearing account no. 7564240000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating two issues. One, that the service cable feeding electricity supply from pole to his house is in a bad shape and should be replaced. Two, that her meter has been running fast and the consumption recorded every month was much higher in proportion to the sanctioned load. That despite her repeated persuasion with the subdivision, no action to take out the amount 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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO did not submit any reply and requested for another date. The complainant submitted copies of some bills and requested to check for themselves the running of the meter. The Forum directed the SDO to submit the detail of the case and to get the meter checked up from the lab. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit any reply and requested for another date. The Forum directed the SDO to submit the detail of the case and to get the meter checked up from the lab. No coercive action be taken till final resolution of the case. Next date has been fixed as 24.09.2021.


Proceedings were held on 24.09.2021. The complainant was present through Video Call and the SDO was present during the hearing. The SDO did not submit any reply but told that the service cable had been replaced and that a check meter would be got installed to verify correctness of the meter. The Forum directed the SDO to submit meter accuracy report before the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The complainant was present through Video Call and the SDO was present during the hearing. The SDO did not submit any reply but told that the service cable had been replaced and that a check meter would be got installed to verify correctness of the meter. The Forum directed the SDO to submit meter accuracy report before the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3640 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 09.09.2021, 24.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Naveen Kataria, House no. 383 / 12 Biswa, Sheetla Mata Mandir, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Naveen Kataria, House no. 383 / 12 Biswa, Sheetla Mata Mandir, Gurugram is consumer of DHBVN bearing account no. 2519540000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has not been getting the bills as per actual readings. Sometimes for Zero consumption, sometimes for 4 months together and never as per actual readings. That the bill was totally unjustified. That despite his repeated persuasion with the subdivision, no action to take out the amount 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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but requested for another date. The Forum directed both the parties to come prepared for detailed arguments on the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but told that the bills were correct as per reading. The Forum directed both the parties to come prepared for detailed arguments on the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 24.09.2021.


Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2036 dated 24.09.2021 stating that case for refund of due amount had been sent to CBO and was pending approval. No coercive action be taken till final resolution of the case. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh but stated that case for refund of due amount had been sent to CBO and was pending approval. No coercive action be taken till final resolution of the case. Next date has been fixed as 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3696 / 2021
DATE OF INSTITUTION	12.08.2021
DATES OF HEARING	20.08.2021, 09.09.2021, 24.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Sonal Srivastava, W 103 SF, Wood Stock, Nirvana Country, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Sonal Srivastava, W 103 SF, Wood Stock, Nirvana Country, Gurugram has filed this complaint who is a consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram having an account no. 1946597850. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bills she has been getting were not as per reading and were erratic not commensurate to the consumption she makes every month. She approached respondent Nigam for correction but no action was taken and therefore 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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 670 dated 20.08.2021 stating that the matter has been checked up and the bills issued have been found as correct. The Forum directed the SDO to place on record the consumption data of the last two years and the details of MCOs effected, if any. The Forum also directed the complainant to be present on the next date of hearing. taken up with RAPDRP and the necessary corrections would be made shortly. The Forum directed the SDO to get the corrections made and deliver the corrected bill within next 15 days. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 794 dated 09.09.2021 stating that the matter has been checked up and the bills issued have been found as correct and placed on record the consumption data of the last two years and the details of MCOs effected. The Forum also directed the complainant to be present on the next date of hearing. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The SDO was present but the complainant was not present. The SDO did not submit any fresh reply. The Forum observed that the reading data downloaded through meter back up was not matching with the readings taken by the meter reader and there was a difference of units. The Forum directed the SDO to rebill the complainant's


account. Separately for the downloaded data and separately for the rest of consumption and place on record on the next date of hearing. No coercive action should be taken till final decision of the Forum. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO was present but the complainant was present through phone call. The Forum observed that the reading data downloaded through meter back up was not matching with the readings taken by the meter reader and there was a difference of units. The Forum directed the SDO to rebill the complainant's account. Separately for the downloaded data and separately for the rest of consumption and place on record on the next date of hearing. No coercive action should be taken till final decision of the Forum. Next date has been fixed as 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3144 / 2020
DATE OF INSTITUTION	25.08.2020
DATES OF HEARING	09.09.20, 25.09.20, 27.10.20, 10.11.20, 10.12.20, 12.01.2021, 09.02.2021, 23.02.2021, 25.03.2021, 23.06.2021, 08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

SDO Present

INTERIM ORDER

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

Complainant filed the present complaint stating that a notice had been received from the respondent SDO asking him to deposit a sum of Rs.617000/- within seven days, which was wrong and was not as per the actual reading. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 9.9.2020 at Gurugram for hearing of the case.

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

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

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

Proceeding was held on dated 10.11.2020 at Gurugram. Representative of Complainant and respondent SDO were present. SDO did not submit reply but informed that the complainant had withdrawn the suit from the civil court. However, certified copy was awaited. Complainant informed that he was ready

to pay Rs. 2.5 lakh of disputed amount and current bill also. Forum directed complainant to submit the certified copy of withdrawal his case within seven days. Respondent SDO was directed to inform the Forum as well as the complainant the total pending dues in two parts. First part, the amount which was outstanding up to 31.12.2018 when the dispute arose and Second part, the bills which have become due after 31.12.2018 till 31.10.2020 within 15 days. The complainant will remit at least 20% of disputed amount or 2.5 lakh as agreed whichever is higher along with the undisputed outstanding amount within 15 days thereafter. Connection of the complainant should not be disconnected till final decision of the case. Now to come on next date of hearing on 10.12.2020 along with detailed submissions from both the parties.

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

Proceeding was held on dated 12.1.2021 at Gurugram. Complainant was not present but respondent SDO was present. SDO submitted reply vide memo. no. 24 dated 7.1.2021 and placed on record the details of payable amount of Rs.573053/- along with bill. Also informed that copy of the same had been delivered to representative of complainant. Complainant was directed to pay outstanding dues within 15 working days. In case of any query, he may visit respondent SDO office.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant was not present but respondent SDO was present. SDO did not submit reply

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

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant representative and respondent SDO were present. SDO submitted reply vide no. 217 dated 23.2.2021 stating that despite the interim order of forum, complainant has paid only Rs.100000/- out of Rs.574066/- and hence, he failed to comply with the order of the Forum. Complainant also submitted his request for accepting the payments in six instalments as they have waited for last three years for correction and now the Nigam requires us to pay immediately, which is not fair at all. Forum directed complainant to clear his dues within a reasonable time as mutually agreed upon between him and DHBVN keeping in view that sufficient time had already been given to him. Now to come on next date of hearing on 25.03.2021.

Proceedings were held on 25.03.2021. The SDO was present but the complainant was not present. The complainant informed telephonically that he was suffering from high fever and was hospitalized due to food poisoning. He further informed that he be allowed to see the records in the subdivision of the undisputed amount and that due to his illness, some more time should be granted to him to do so. The Forum accepted the complainant's request and directed the complainant to visit the subdivision to see and verify the details of undisputed amount of the payable bill as prepared by the subdivision within next 15 days and to pay the same before the next date of hearing. Now to come up for hearing on 27.04.2021.

Proceedings were held on 23.06.2021. The SDO was present but the complainant was not present due to his ill health and requested for some more time for verifying the records in the subdivision. The Forum accepted the complainant's request and directed the complainant to visit the subdivision to see and verify the details of undisputed amount of the payable bill as prepared by the subdivision within next 15 days and to pay the same before the next date of hearing. The SDO was also directed to send complete details of the case to the complainant and get the data resolved. Now to come up for hearing on 08.07.2021.

Proceedings were held on 08.07.2021. The SDO as well as advocate of the complainant were present. The advocate for complainant apprised that the detail supplied by subdivision was full of errors and that the amount deposited by him after the last order has not been shown as such. The Forum directed the complainant's advocate that if he had any objection, he should file written objections with a copy to the SDO latest by 25th July 2021 and this will be the last opportunity to him to reconcile the amount so paid. The SDO is also directed to submit detailed reply to such objections of the complainant latest by 5th August 2021. Now to come up for hearing on 10.08.2021.

Proceedings were held on 10.08.2021. The SDO was present but the complainant was not present. He pleaded exemption due to his poor health. The Forum directed the complainant that he should file written objections with a copy to the SDO latest by 31st August 2021 if he found any discrepancies in the calculations made by the subdivision. Also, that this would be the last opportunity to him to reconcile the amount so paid. The SDO is also directed to submit detailed reply to such objections of the complainant latest by 5th September 2021. Now to come up for hearing on 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant was present. The Forum directed the complainant that he should deposit all his bills for the consumption from January 2018 up to date and SDO to confirm the payments. The complainant agreed to pay his dues by the next date. The SDO was directed to immediately tell the complainant about all the pending dues for the consumption from January 2019 up to date by excluding Rs. 2.5 lacs which the complainant had paid for the period prior to January 2019. Now to come up for hearing on 24.09.2021.

Proceedings were held on 24.09.2021. The SDO as well as the complainant was present. The Forum directed the complainant that he should deposit all his bills for the consumption from January 2018 up to date and SDO to confirm the payments. The complainant agreed to pay his dues by the next date. The SDO was directed to immediately tell the complainant about all the pending dues for the consumption from January 2019 up to date by excluding Rs. 2.5 lacs which the complainant had paid for the period prior to January 2019. Now to come up for hearing on 01.10.2021.


Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. SDO confirmed that the complainant had deposited

all the pending bills since January 2019 and that the only matter to be decided was the inclusion or non-inclusion in the Bill settlement scheme in December 2018. Now to come up for hearing on 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3391 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 9.2.2021 at Gurugram for hearing of the case.

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

Proceedings were held on 10.03.2021. The SDO did not submit any reply and requested for another date to resolve the issue. Forum directed respondent SDO to submit detailed reply along with consumption data of one year of old meter and up to date in respect of new meter, Lab. test report and reading retrieved, within fifteen days. No coercive action be taken till decision of case.

Proceedings were held on 08.04.2021. SDO submitted his reply vide no.5366 dated 08.04.2021 which was not satisfactory, thus Forum viewed seriously the casual approach of the SDO and directed respondent SDO to appear personally on next date and submit detailed reply along with consumption data of three year of old meter and up to date in respect of new meter, Lab. test report and reading retrieved, within fifteen days. Now to come up on the next date of hearing on 27.04.2021.

Proceedings were held on 08.07.2021. SDO submitted the consumption data of the last three years as directed but copy of the lab report and detail of reading retrieved was not given. The Forum directed respondent SDO to submit

Lab. test report and reading retrieved, within fifteen days. Now to come up on the next date of hearing on 10.08.2021

Proceedings were held on 10.08.2021. Complainant was not present but the SDO was present. The Forum directed respondent SDO to submit Lab. test report and reading retrieved, within fifteen days. Now to come up on the next date of hearing on 09.09.2021.

Proceedings were held on 09.09.2021. Complainant as well as the SDO was present. The SDO submitted reply vide memo no. 693 dated 09.09.2021 annexing thereby the Lab. test report and copy of the reading retrieved. Copy of the same was given to the complainant. Now to come up for arguments on the next date of hearing on 24.09.2021.


Proceedings were held on 24.09.2021. Complainant was not present but the SDO was present. The Forum decided to give another date to complainant to put forth his set of arguments. Now to come up for arguments on the next date of hearing on 01.10.2021.

Proceedings were held on 01.10.2021. Complainant as well as SDO was present. The complainant disclosed that his adjacent meter was also in the name of Rakesh which had caused all confusion. The Forum directed the SDO to verify the facts by visiting at site and from the billing records and come up with all details by the next date of hearing. Now to come up for arguments on the next date of hearing on 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3703 / 2021
DATE OF INSTITUTION	24.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Raj Kumari Laul, r/o House no. 88, 1st Floor, Kirti Nagar, New Delhi (House no. D 51, Rosewood City, Sector 49/50, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Raj Kumari Laul, r/o House no. 88, 1st Floor, Kirti Nagar, New Delhi (House no. D 51, Rosewood City, Sector 49/50, Gurugram is consumer of DHBVN bearing account no. 1841660000 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 despite the fact all dues had been cleared till October 2020 and his tenant had vacated the house, a sundry charge of Rs. 2-8318/- has been added in the bill received in February 2021. This was totally unjustified. That his tenant has now vacated and the house has been sold to new owner. Also, that despite his continuously approaching the subdivision for the last one year, the bill has not been corrected. 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 09.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 793 dated 09.09.2021 detailing the charging which has been done on the M&P report after the last reading was retrieved. Copy of the reply was given to the complainant. The SDO was directed to submit detailed consumption data for the last 5 years and the billing / payment details. No coercive action should be taken till further orders by the Forum. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 916 dated 24.09.2021 annexing thereby the consumption data of the last 5 years. Copy of the reply was given to the complainant. The complainant submitted that meter had been removed on a particular reading and there was no question of retrieval of reading and also that the charging for defective period should be done on average basis. The SDO was directed to submit complete details of the case and the payment details. No coercive action should be taken till further orders by the Forum. Next date has been fixed as 01.10.2021.


Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply. The complainant again submitted that meter had been removed on a particular reading and there was no question of retrieval of reading and also that the charging for

defective period should be done on average basis. The SDO was again directed to submit complete details of the case and the payment details. No coercive action should be taken till further orders by the Forum. Next date has been fixed as 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3689 / 2021
DATE OF INSTITUTION	03.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Ashutosh, House no. 122-123, Dhankot Enclave,
 Block B, Villa no. 51, 52, 53, Dhankot, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP CITY Divn., DHBVN, Gurugram
 SDO/OP S/D, New Palam Vihar, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Ashutosh, House no. 122-123, Dhankot Enclave, Block B, Villa no. 51, 52, 53, Dhankot, Gurugram is a non-consumer but wants an electricity connection for a residential premises which he purchased from a developer under SDO (OP) S/Divn., DHBVN, New Palam Vihar, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that despite lot of efforts to get a new connection in his property which he had purchased from a developer, the subdivision has not been accepting the application. Also, that despite his continuously approaching the subdivision for the last one year, the bill has not been corrected. 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 09.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit reply and requested for another suitable date. Next date has been fixed as 24.09.2021.


Proceedings were held on 24.09.2021. The SDO did not submit reply and requested for another suitable date. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO did not submit reply and requested for another suitable date. Next date has been fixed as 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3723 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	24.09.2021, 01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint by the RWA of Valley View Estate, Gwal Pahari, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

RWA of the Valley View Estate, Gwal Pahari, Gurugram is a consumer with account no. 8992660000 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 in December 2018, they received a bill showing huge arrears. On enquiry they were told that it was due to difference in the reading between two energy meters, one installed at the substation end and the other at their end. On further enquiry, they found that the difference had come because MF (Multiplying Factor) of their had been taken as "1" instead of "5" and this error had caused all the difference. That they have been fighting it out for the last more than 3 years but the correction has not yet been made despite the fact that several times they have received messages from Nigam that their problem was genuine and would be corrected soon. But nothing has happened so far. Therefore now 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 24.09.2021 at Gurugram for hearing of the case.


Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO did not submit reply but told that a detailed reply would be submitted by the next date of hearing. Next date of hearing is fixed on 01.10.2021.

Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 127 dated 30.09.2021 stating both the issues raised in the complainant had been verified and found the claim justified. The Forum observed that since the Subdivision had admitted mistakes on their part, there was nothing left to decide. But to keep the case open till the final resolution of the case. Next date of hearing is fixed on 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3751 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Chanderkala, A-1 / 98, Sushant Lok II, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Suburban Divn., DHBVN, Gurugram
SDO/OP South City, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Chanderkala, A-1 / 98, Sushant Lok II, Gurugram is a consumer of DHBVN bearing account no. 8143850000 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 due to wrong entry of meter reading, the bill issued to him is wrong. She approached respondent Nigam but no action was taken. She 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO was present but the complainant was not present. The SDO requested for another date for submission of reply. Now to come up for hearing on 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3747 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Parinav Sachdeva, House no. 68, Sector 14, Rohtak
 (property in Gurugram is Green Wood City, Sector 45, Gurugram) regarding wrong billing
 Complainant / Petitioner

Vs.

XEN / OP Suburban Divn., DHBVN, Gurugram
 SDO/OP South City, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Parinav Sachdeva, House no. 68, Sector 14, Rohtak (property in Gurugram is Green Wood City, Sector 45, Gurugram) is a consumer of DHBVN bearing account no. 9586170000 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 an amount of Rs. 240203/- has been wrongly charges into his account and on enquiry he was told that this amount has been charged due to a half margin raised by the audit wing. Also that he has not understood yet as to on what grounds the amount has been levied. He approached respondent Nigam but no action was taken. She 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO requested for another date for submission of detailed reply. The complainant submitted some papers in support of his argument which were also given to the SDO for reference. Now to come up for hearing on 14.10.2021. No coercive action be taken till further direction from the Forum.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3758 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Sidharth Cooperative Group Housing Society, GH-31,
Sector 56, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Suburban Divn., DHBVN, Gurugram
SDO/OP South City, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S Sidharth Cooperative Group Housing Society, GH-31, Sector 56, Gurugram are BLDS consumer of DHBVN bearing account no. 5570070000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating the following issues:

- i) That nos. of flats have not yet been updated and therefore the tariff applied is not correct as per the applicable slab
- ii) That 4% rebate is not being given on SOP
- iii) That interest on ACD has not yet been paid.

That they approached respondent Nigam but no action was taken. They have 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 116 dated 30.09.2021 stating that all the issues have been resolved. Copy of this reply was also given to the complainant and he was asked to verify the contents of the reply submitted by the subdivision. Now to come up for hearing on 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3749 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Afresh Builders Ltd., Sector 67, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Sohna Divn., DHBVN, Gurugram
SDO/OP Badshahpur, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S AFRESH BUILDERS LTD, Sector 67, Gurugram are BLDS consumer of DHBVN bearing account no. BPHT 0128 under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that their premises falls outside the municipal limits of Gurugram and therefore the M Tax was not leviable and should be refunded whatsoever has been charges so far. That that they approached respondent Nigam but no action was taken. They have 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 1413 dated 01.10.2021 stating that clarification has been sought from MCG office which was still awaited. Requested for another date. Now to come up for hearing on 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3748 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Martial Buildcon, Sector 67, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Sohna Divn., DHBVN, Gurugram
SDO/OP Badshahpur, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S MARTIAL BUILDCON, Sector 67, Gurugram are BLDS consumer of DHBVN bearing account no. BPHT 0134 under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that their premises falls outside the municipal limits of Gurugram and therefore the M Tax was not leviable and should be refunded whatsoever has been charges so far. That that they approached respondent Nigam but no action was taken. They have 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 1416 dated 01.10.2021 stating that clarification has been sought from MCG office which was still awaited. Requested for another date. Now to come up for hearing on 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3756 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S PARK VIEW SPA, Sector 67, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Sohna Divn., DHBVN, Gurugram
SDO/OP Badshahpur, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S PARK VIEW SPA, Sector 67, Gurugram are BLDS consumer of DHBVN bearing account no. BPHT 0093 under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that their premises falls outside the municipal limits of Gurugram and therefore the M Tax was not leviable and should be refunded whatsoever has been charges so far. That that they approached respondent Nigam but no action was taken. They have 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 1417 dated 01.10.2021 stating that clarification has been sought from MCG office which was still awaited. Requested for another date. Now to come up for hearing on 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3754 / 2021
DATE OF INSTITUTION	01.10.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Mr. Tarun Morarka for M/S Ishayu Builders & Developers,
Sector 58, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Sohna Divn., DHBVN, Gurugram
SDO/OP Badshahpur, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Mr. Tarun Morarka for M/S Ishayu Builders & Developers, Sector 58, Gurugram are BLDS consumer of DHBVN bearing account no. BPHT – 0166 under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that their premises falls outside the municipal limits of Gurugram and therefore the M Tax was not leviable and should be refunded whatsoever has been charges so far. That that they approached respondent Nigam but no action was taken. They have 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 1415 dated 01.10.2021 stating that clarification has been sought from MCG office which was still awaited. Requested for another date. Now to come up for hearing on 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3750 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S CONSOLIDATE REALTORS, Sector 67, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Sohna Divn., DHBVN, Gurugram
SDO/OP Badshahpur, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S Consolidate Realtors, Sector 67, Gurugram are BLDS consumer of DHBVN bearing account no. BPHT – 0212 under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that their premises falls outside the municipal limits of Gurugram and therefore the M Tax was not leviable and should be refunded whatsoever has been charges so far. That that they approached respondent Nigam but no action was taken. They have 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 1414 dated 01.10.2021 stating that clarification has been sought from MCG office which was still awaited. Requested for another date. Now to come up for hearing on 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3757 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S RAISINA RESIDIENCY WELFARE ASSOCIATION, Sector 59,
Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Sohna Divn., DHBVN, Gurugram
SDO/OP Badshahpur, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S Raisina Residency Welfare Association, Sector 59, Gurugram are BLDS consumer of DHBVN bearing account no. BPHT – 0028 under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that:

- i) The Nigam has been giving electricity bills without verification of nos. of flats and therefore the billing being done was wrong.
- ii) That interest on ACD has not been paid since the release of connection

That that they approached respondent Nigam but no action was taken. They have 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO did not submit any reply but requested for another date for submission of detailed reply. Now to come up for hearing on 25.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3753 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Anil Aggarwal, 503/2, Chandan Nagar, MG Road, Gurugram regarding non refund of security and other charges

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Anil Aggarwal, 503/2, Chandan Nagar, MG Road, Gurugram is a non-consumer of DHBVN but had applied for a new connection in 2016 which was not released but the security and other amounts deposited at that time have not yet been refunded. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had applied for a new connection in 2016 but it was rejected by the Nigam on the grounds best known to the Nigam. But since then, he has been trying to get his amounts back but DHBVN subdivision. He approached respondent Nigam but no action was taken. She 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO did not submit any reply but apprised verbally that the issue for refund of dues was in process. The Forum found the matter very serious that a due amount despite having been pursued by the complainant has not been refunded to the complainant. The Forum directed the SDO to submit a detailed reply by the next date citing reasons for not processing the refund earlier. Now to come up for hearing on 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3759 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. IQBAL, Saraswati Vihar, Gurugram regarding wrong billing
..... Complainant / Petitioner

Vs.

XEN / OP Suburban Divn., DHBVN, Gurugram
SDO/OP DLF, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. IQBAL, Saraswati Vihar, Gurugram is a consumer of DHBVN bearing account no. 6234740000 under DLF subdivision. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that an amount of Rs. 159601/- has been added in his bill of May 2021 without any reason despite the fact that he had paid all his dues up to March 2021. He approached respondent Nigam but no action was taken. She 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 6315 dated 01.10.2021 stating that after his meter had been replaced with new one, the reading retrieved from his old meter only has been billed. But this was disputed by the complainant. The Forum directed the SDO to submit a detailed reply by the next date citing reasons for such a big difference in the last reading recorded and the retrieved reading. Now to come up for hearing on 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3752 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Hari Chand, Kattawar, 310/3, Prem Nagar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Suburban Divn., DHBVN, Gurugram
SDO/OP Maruti, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Hari Chand, Kattawar, 310/3, Prem Nagar, Gurugram is a consumer of DHBVN bearing account no. 9962960000 under Maruti subdivision. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he received a bill on 12.08.2021 wherein an amount of Rs. 147613/- has been shown as outstanding amount. On enquiry he was told by the subdivision that when his meter was replaced by L&T company in June 2021, it was not updated in the system and therefore the erroneous bill has got generated. 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 3914 dated 30.09.2021 stating that his office was trying to get the meter updated and get the record verified from L&T and that he would require another date for submission of reply. The Forum directed the SDO to submit a detailed reply by the next date. No coercive action be taken till further orders by the Forum. Next to come up for hearing on 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3744 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. M S Choudhary, Daulat Ram, Sukhrali Enclave, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Suburban Divn., DHBVN, Gurugram
SDO/OP Maruti, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. M S Choudhary, Daulat Ram, Sukhrali Enclave, Gurugram is a consumer of DHBVN bearing account no. 9561070000 under Maruti subdivision. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he received a bill recently which was highly inflated and not as per reading. On enquiry he was told by the subdivision that when his meter was replaced by JE August 2017 but was updated in the system in October 2019. 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 2912 dated 30.09.2021 stating that his office had sent a refund entry to CBO for an amount of Rs. 454480/- but the amount approved by CBO was only Rs. 443811/-. Also that the complainant had a pending suit before the court of law on the same matter and therefore the Forum did not have any jurisdiction to hear the case. Copy of the reply was also given to the complainant and he was asked to submit his statement on the facts on the next date of hearing. Next to come up for hearing on 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3745 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Ankur Choudhary, Daulat Ram, Sukhrali Enclave, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Suburban Divn., DHBVN, Gurugram
SDO/OP Maruti, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Ankur Choudhary, Daulat Ram, Sukhrali Enclave, Gurugram is a consumer of DHBVN bearing account no. 9708260000 under Maruti subdivision. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he received a bill recently which was highly inflated and not as per reading. On enquiry he was told by the subdivision that when his meter was replaced by JE August 2017 but was updated in the system in October 2019. 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 2911 dated 30.09.2021 stating that due to theft of the complainant's meter, the new meter was installed on 08.05.2019. Also, that in the absence of any other record, the billing on average basis was done on the basis of previous year's consumption for the same period. The Forum observed that the subdivision had done the corrections as per Nigam rules. Copy of the reply was also given to the complainant and he was asked to submit his statement on the facts on the next date of hearing. Next to come up for hearing on 14.10.2021.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3730 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	01.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Surender Dua, village Saidpur, Taoru Gurugram regarding wrong theft case and non-release of tune well connection

..... Complainant / Petitioner

Vs.

XEN / OP Sohna Divn., DHBVN, Gurugram
SDO/OP Taoru, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Surender Dua, r/o village Saidpur, Taoru (District Nuh) is a non-consumer Taoru subdivision. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had applied for a tube well connection on dated 29.10.2018 and deposited all the dues as demanded by the department including the photos of motor etc. Again, as directed by the Nigam, he deposited the cost of motor and other material as per estimate and yet the connection was not released. On one pretext or the other, his connection was not released. That around one month back, the staff of department came to connect his connection but without any meter and that too from a transformer which was already lying burnt. Suddenly, when he was not available at his premises, he was informed on phone that a theft of electricity had been made out against him. Even though he had not done any theft, yet to get the connection he deposited whatever penalty amount was asked for. Now, when all the dues have been paid, the connection has not yet been released,. He has been approaching respondent Nigam 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO was not present but the complainant was present. The representative of SDO who appeared before the Forum that he was not aware of the facts. The Forum viewed it very seriously and directed the XEN Sohna to further direct his SDO to submit complete details of the case and appear in person on the next date of hearing.

(MANOJ YADAV)
Member Technical

(PRADEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson