

	<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 / 3159 / 2020
DATE OF INSTITUTION	03.09.2020
DATES OF HEARING	25.09.2020, 27.10.2020, 01.12.2020, 29.12.2020, 27.01.2021, 23.02.2021, 10.03.2021 & 08.04.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON(Through VC)
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL(Through VC)

In the matter of complaint of M/S M/s JMK Warehouse Pvt. Ltd., Village Jamalpur, Gurugram regarding refund of service connection charges

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

None from respondent SDO

INTERIM ORDER

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

Complainant has filed the present complaint stating that fixed service charges as paid earlier at the time of release of connection on 5.4.2019 has not been refunded by respondent Nigam even when he has erected his own independent feeder at his own cost. He has requested the forum to redress his complaint.

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

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

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

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

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

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

Proceeding was held on dated 23.02.2021 at Gurugram. Representative of complainant as well as of the respondent SDO were present. Complainant argued that he has incurred handsome expenditure while getting the connection released from 11kV RDS feeder and again while getting the connection on 21.5.2020 through 11kV independent feeder under self execution scheme. Hence, Rs.996000/- as deposited in lieu of service connection charges should be refunded. Forum directed the respondent SDO to intimate the expenditure incurred by the complainant while releasing connections on 5.8.2019 through RDS feeder.

Proceedings were held on 10.03.2021. Neither the complainant nor the SDO was present. Both the parties are directed to appear in person along with all the relevant details pertaining to the expenditure incurred by DHBVN and / or by the complainant on the erection of 11 kV independent feeder. Now to come up for hearing on 25.03.2021.

Proceedings were held on 08.04.2021. Representative of complainant was present but none from respondent SDO was present. However, SDO submitted his reply vide No. 691 Dated 08.04.2021 stating that an estimate of Rs.132577/- was sanctioned vide no. BK-81/2019-20 and work was carried by the Nigam for release of connection on dated 05.08.2019. Complainant was not satisfied he argued that work was undertaken under self-execution by him. Both the parties are directed to appear in person along with all the relevant details pertaining to the expenditure incurred by DHBVN and / or by the complainant confirming the facts. Now to come up for hearing on 27.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
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 / 3362 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021, 09.02.2021, 10.03.2021 & 08.04.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON(Through VC)
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL(Through VC)

In the matter of complaint of M/s Exotica Condominium Owners Association, Parsavnath Exotica, Gold Course Road, Sector-53, Next to IBIS Hotel, Gurugram regarding connection issue.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Representative of respondent SDO requested for another date to furnish reply. Request allowed. Now to come up on the next date of hearing on 09.02.2021.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO assured to submit detailed reply before next date of hearing. Forum directed respondent SDO to ensure his presence on next date of hearing along with detail reply as assured.

Proceedings were held on 10.03.2021. Out of three issues raised in the complaint, the SDO apprised that all the other connections, whatsoever, have since been removed and that the case for refund of extra amount charged has been processed with CBO. The complainant was not satisfied and insisted that the feeder loss percentage during common period of running should also be apportioned which has not been done as yet by the SDO.

The Forum was also not satisfied with the reply of the subdivision. The Forum directed SDO to take up the matter with his senior office and come up with a conclusive reply to all the issues raised in the complaint.

Proceedings were held on 08.04.2021. Respondent SDO did not submit his reply. However representative of respondent SDO informed that the feeder loss percentage during common period of running has not been apportioned since a recent issue of charging of around Rs, 1.5 crores during defective period was pending. So far as detail of sundry charges amounting to Rs.6969250/- during July, 2018 to Nov., 2019 through regular bill was concerned, Rs. 11 Lakh was related to updated ACD, which was earlier adjusted in SOP. Now the case for updating in ACD head was in process and around Rs. 22 Lakh was charged as per HM,

detail would be provided on next date, being not available in his office at the moment. Detail of remaining amount of about Rs.36.69 lakh has been provided to the complainant and he is satisfied too. Complainant also provided the additional submissions regarding expenditure incurred by them on Repair & maintenance on feeder during Feb. 2021. Forum directed the complainant to visit respondent office to reconcile the amount to be charged during recent defective period within a week's time and respondent SDO to reconcile the same and apportion the feeder loss percentage during common period, update ACD amount of Rs. 11 Lakh and pay the interest thereon, provide detail of Rs. 22 Lakh within 20 days. SDO was also directed to specifically reply to the demand of complainant on the refund of repair and maintenance charges incurred by the complainant. Next date of hearing is now fixed for 11.05.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3386/ 2021
DATE OF INSTITUTION	14.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021 & 08.04.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON(Through VC)
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL(Through VC)

In the matter of complaint of Smt. Deepa Jain, M/s Premisha Udyog, 38 KM Stone, Behrampur Road, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Deepa Jain, M/s Premisha Udyog, 38 KM Stone, Behrampur Road, Gurugram has the consumer of DHBVN bearing account no. 1092360000 under SDO (OP) S/Divn., DHBVN, Sohna Road, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent SDO has given notice vide memo.no. 1031 dated 7.6.2018 for payment of Rs.1771722/- due to change of reading method from KWH to KVAH, which was wrong. They approached respondent SDO for waiver of said amount but no action has been taken so far. They have requested 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 9.2.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 9.2.2021 at Gurugram. Representative of both complainant and respondent SDO were present. Respondent SDO did not submit reply, however, assured to submit reply well before next date of hearing. Forum directed respondent SDO to ensure submission of detailed reply within fifteen days, as assured.

Proceedings were held on 10.03.2021. The Forum observed that the complaint and its resolution involved a larger question as to whether any penalty needs to be imposed on the consumers even when the power factor recorded in leading and not lagging. The SDO informed that there was a circular which stipulated that leading power factor would be recorded / blocked as "1" but this circular was applicable to only Whole Current meters. The Forum decided that specific comments / reply from the office of Chief Engineer / Commercial should be obtained to finally arrive at the conclusion. As such, office of Chief Engineer Commercial through the respondent SDO is directed to come out clearly on the following issues:

- i) Whether the sales circulars taking care of the leading power factor in case of whole current meters is applicable to HT & LT CT Meters also
- ii) If not, what is the mechanism being adopted by which the leading power factor in HT & LT CT Meters gets blocked at its highest value of "1"
- iii) Are the HT & LT CT Meters being purchased at present have the facility of blocking the leading power factor and reading it as "1"
- iv) What is the method of resolution being adopted by DHBVN in those cases where the HT & LT CT Meters are still in use at different consumers' sites and do not have the facility of blocking the leading power factor and reading it as "1" instead of treating it at par with lagging power factor.

Respondent SDO was directed to get the reply from CE Commercial within next 10 days and to place it on record of the Forum. In the meantime, the SDO was directed not to take any coercive action or disconnection till the final decision in this case.

Proceedings were held on 08.04.2021. Respondent SDO vide his memo. No. 28 dated 07.04.2021 informed that reply from the office of CE/Comml., DHBVN Hisar was pending as yet. Forum directed respondent SDO to peruse with CE Commercial to get the reply on the issue well before next date. Now, to come up for hearing on 11.05.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3391 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021 & 08.04.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON(Through VC)
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL(Through VC)

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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
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 / 3459 / 2021
DATE OF INSTITUTION	03.03.2021
DATES OF HEARING	10.03.2021 & 08.04.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON(Through VC)
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL(Through VC)

In the matter of complaint of M/S ATC Mobile Towers, Plot No. 390, Part I, Kirti Nagar, Sector 15, Gurugram

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, City Gurugram
SDO (OP) Kadipur, Gurugram..

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO.

INTERIM ORDER

M/S ATC Mobile Towers, Plot No. 390, Part I, Kirti Nagar, Sector 15, Gurugram is a consumer of DHBVN bearing account no. 6490160000, 6851247011, 7047460000 under SDO (OP) Sub Divn., Kadipur Gurugram and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had applied for permanent disconnection of all the above three nos. connections, removal of meters from site, issuance of final bills and the issuance of NOC. The subdivision has not effected the same. He approached the respondent SDO for redressal of his grievance but no action was taken. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 10.03.2021 at Faridabad for hearing of the case.

Proceedings were held on 10.03.2021 at Gurugram. Complainant as well as respondent SDO were present. SDO submitted his reply vide 2813/17 dated 09.03.2021 stating that case was under process and it would be sorted out in next 15 days subject to approval by the CBO. Forum directed respondent SDO to get the PDCOs effected and to issue the NOCs after completing all the necessary formalities before the next date of hearing and to submit the compliance. The complainant was also directed to visit the subdivision and to get the respective sites identified for immediate solution of his grievances.

Proceedings were held on 08.04.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted his reply vide 3222 dated 08.04.2021 stating that case was under process and it would be sorted out in next 15 days subject to approval by the CBO. Complainant informed that Meters have been removed from the site but neither final bills nor NOC received as yet. Forum viewed seriously the casual approach towards compliances of the orders by respondent SDO and directed him to get the PDCOs effected and issue NOCs within fifteen days and submit the compliances. Now to come on next date of hearing on 27.04.2021.

Me **(MANOJ YADAV)**
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson