	<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 / 3206 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021, 09.02.2021, 10.03.2021, 25.03.2021, 23.06.2021, 08.07.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of M/S Ansal Properties & Sushant Estate, Sector 52,
Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/s Ansal Properties & Indl. Sushant Estate, Sector-52, Gurugram has been the consumer of DHBVN bearing account no. 8470660000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that respondent Nigam was not updating their sanctioned load i.e. 3334 kW, was not replacing their CTs as per sanctioned load and also was not allowing appropriate tariff as per 946 dwelling units. In spite of constant pursuance, no action has been taken. He has requested the forum to redress his complaint.

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

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted reply vide memo.no. 3103 dated 27.10.2020 stating that fixed charges for BLDS consumers were charged on the basis of recorded demand, hence, fixed charges are accurate as per Nigam rules. Tariff was charged keeping in view 957 dwelling units, copy of current bill also placed on record. So far as updating of sanctioned load was concerned, the sanctioned load was 1000 kW as per record. Complainant file was not traceable at the moment and that they were searching for the same. Action w be taken on retrieval of record. Forum directed respondent SDO to make sincere efforts to search the record and update the sanctioned load accordingly and replace the CTs as per complainant sanctioned load.

Proceeding was held on dated 10.11.2020 at Gurugram. Representative of complainant and respondent SDO both were present. Representative of complainant was not aware about the facts of the case. However representative of respondent SDO informed that the case file of the complainant has been found and as per record, the sanctioned load of the complainant was 1000 KW only. Forum directed the complainant to depute some well conversant representative on the next date.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and representative of respondent SDO both were present. Representative of complainant argued that they had applied for extension of load. Forum directed the complainant to produce documentary evidence in support of their claim and respondent SDO was directed to confirm whether the ACD deposited by the complainant was as per 1000 kW or 3334 kW and also rejection, if any, of the extension case of the complainant.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo. no. 60 dated 11.1.2021 stating that complainant had not applied for extension of Load (CD), however, the ACD as deposited was as per 3334 kW. Representative of complainant failed to produce any documentary evidence in support of his claim. He argued that on one hand, the builder was not ready to apply for extension of load / Contract Demand and on the other, the RWA was not authorized to apply for the same. Forum directed the complainant to file his written submission with documentary evidences and the respondent SDO was directed to submit his detailed report after due verification of existing

infrastructure of the society regarding feasibility of providing extended C.D. Now to come up on the next date of hearing on 09.02.2021.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo. no. 311 dated 08.02.2021 stating that there was inadequate electric infrastructure for extension of CD as per CE (OP) Delhi O/O No. 92 dated 4.6.2019 in accordance with sales circular no. 42/2017, D-1/2015, D-16/2017, D-24/2019 and D-26/2019 (copy placed on record). Complainant also submitted his written statement stating that their builder namely M/s Ansal Prop. & Infra Ltd. has left the society for long and RWA of Ansal Sushant Estate Group carried out work of operation and maintenance and also paying the electricity bills. He also stated that the occupancy of the society was 100%. As such, requested to sanction the load of 3334kW and replace CTs matching to sanction load, waive off penalty and correct the energy bill in future.

After going through the record available on file and hearing both the parties, the Forum observed that dwelling units for allowing appropriate tariff benefit was already updated. Complainant never applied for extension of load and his infrastructure was also inadequate for extension of load. But in order to watch the interest of the residents, the Forum directed the complainant RWA to place on record any such document which proves that the builder / developer had already collected the electricity charges / amount at the time of sale of property to buyers. As such, forum decided to provide one last opportunity to the complainants to prove their case of highhandedness by the developer.

Proceedings were held on 10.03.2021. The complainant as well as SDO were present. The complainant submitted some papers claiming that the builder / developer had already collected electricity charges from the residents at the time of sale / purchase of the property. A copy of these documents were given to the SDO for going through it and to submit his reply / comments before the next date. Next date is fixed for 25.03.2021.

Proceedings were held on 25.03.2021. The complainant as well as SDO were present. The complainant reiterated that he had already submitted some papers showing that the builder / developer had already collected electricity charges from the residents at the time of sale / purchase of the property and that a copy of these documents had been given to the SDO for going through it and to submit his reply / comments before the next date. The SDO did not submit any reply but requested that he was taking legal opinion on the matter and would require some more time to respond. Next date is fixed for 27.04.2021.

Proceedings were held on 23.06.2021. The complainant as well as SDO were present. The complainant reiterated that he had already submitted some papers showing that the builder / developer had already collected electricity charges from the residents at the time of sale / purchase of the property and that a copy of these documents had been given to the SDO for going through it and to submit his reply / comments before the next date. The SDO submitted his reply vide memo no. 1376 dated 07.06.2021 stating that records nowhere showed the builder having applied for 3324 kW load. Also, that the builder M/S Ansals had lot of inadequacy pending which


needed to be paid by the builder / developer. The SDO was directed to submit reply immediately specifically with regards to the issues raised by the complainant. Now to come up for hearing on 08.07.2021.

Proceedings were held on 08.07.2021 The complainant as well as SDO were present. The complainant again reiterated that he had already submitted all the papers he had showing that the builder / developer had already collected electricity charges from the residents at the time of sale / purchase of the property. The complainant also submitted a proof of ACD of Rs. 18 lacs having been deposited in 2012 but the subdivision, even though did not submit any fresh reply, maintained that they had no record of such ACD having been deposited. The SDO was directed to search for his record specially w.r.t. the receipt of Rs. 18 lacs placed on record by the complainant and submit specific reply to this aspect. Now to come up for hearing on 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3307 / 2020
DATE OF INSTITUTION	25.11.2020
DATES OF HEARING	10.12.2020, 29.12.2020, 27.01.2021, 23.02.2021, 25.03.2021, 23.06.2021, 08.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Kamlesh Kumari C/o M/s Bhawani Co-op. Societies, GH-91, Sector-54, Gurugram is consumer of DHBVN bearing account no. 3088950000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that rebate of 4% in tariff has not been allowed since date of connection, ACD as deposited not updated accurately and interest thereon also not given. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit his reply however informed that rebate @4% has already been given. Complainant was not satisfied and argued that it was to be allowed on total units as consumed and not on SOP only. Forum directed respondent SDO to submit detailed reply on next date of hearing.

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

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

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide no. 492 dated 22.02.2021 stating that case for allowing rebate @4% and updating ACD has been sent to CBO for approval vide case ID No.9025759642 which was pending as yet. Complainant argued that actual ACD deposited has not been updated. Forum directed respondent SDO to submit detailed reply after due

verification of ACD from service register/other relevant record. Now to come on the next date of hearing 25.03.2021.

Proceedings were held on 25.03.2021. The SDO submitted the reply vide memo no. 361 dated 24.03.2021 stating that refund amount against 4 % rebate, M Tx and ACD had been sent to CBO for approval and correction. The Forum directed the SDO to take up the matter personally with CBO and get the corrections made before the next date of hearing. Next date has been fixed as 27.04.2021.


Proceedings were held on 23.06.2021. The SDO was present but the complainant was not present. The Forum directed the SDO to take up the matter personally with CBO and get the corrections made before the next date of hearing. Next date has been fixed as 08.07.2021.

Proceedings were held on 08.07.2021. The complainant as well as the SDO was present. The SDO did not submit any reply. The Forum viewed seriously the casual approach of the subdivision. The SDO was directed to submit detailed reply specifically mentioning the contents of the complaint i.e. 4% rebate amount against M Tax and ED and complete reconciliation data in that regard. Also, SDO to submit up-dation proof of ACD deposited by the complainant in 2018 and the ACD deposited initially at the time of connection. The Forum directed the SDO to take up the matter personally with CBO and get the corrections made before the next date of hearing. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

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

Present:

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

In the matter of complaint of Sh. Subhash Chand Arora, M/s Trepri Consultants Pvt. Ltd., H-3/157, 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 Trepri 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.

MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
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

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

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 installments 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
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 / 3485 & 3529 / 2021
DATE OF INSTITUTION	09/03/2021
DATES OF HEARING	25.03.2021, 23.06.2021, 08.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	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.

(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 / 3471/2021
DATE OF INSTITUTION	08/03/2021
DATES OF HEARING	25.03.2021, 23.06.2021, 08.07.2021

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

Present:

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

In the matter of complaint of M/S Shiv Grit Udyog, Sohna regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, Sohna
SDO/OPERATION S/D DHBVN, Sohna

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

None from respondent SDO

INTERIM ORDER

M/S Shiv Grit Udyog, Sohna has got an electricity connection bearing account no. G41-RSHT-0031 under SDO (OP) S/Divn., DHBVN, Sohna. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that bill for the month of October 2020 for an amount of Rs. 366537/- was on higher side. 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. Neither complainant nor respondent SDO were present. Forum viewed it very seriously. Forum directed the complainant and respondent SDO to ensure their presence on next date. Now to come up for next hearing on 27.04.2021.


Proceeding was held on dated 23.06.2021 at Gurugram. Complainant was present but the respondent SDO was not present. Forum viewed it very seriously. Forum directed the respondent SDO to ensure his presence on next date along with para wise reply of the complaint. Now to come up for next hearing on 22.07.2021.

Proceeding was held on dated 08.07.2021 at Gurugram. Complainant as well as representative of SDO was present SDO did not submit any reply but told that the bill of the complainant was correct. The complainant alleged that since his crusher had been lying closed for a long time, how could the bill be so high. The Forum observed that it could be case of leading power factor thereby causing big difference between kWh and kVAh. The Forum directed the respondent SDO to submit complete record of M&P checking prior to the dispute and specially on the issue whether the power factor recorded was lagging or leading. Now to come up for next hearing on 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3516 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 08.07.2021

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

Present:

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

In the matter of complaint of Mr. Vikrant Sharma, 108, GF, Sector 40, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

SDO/OP South City S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Mr. Vikrant Sharma, 108, GF, Sector 40, Gurugram is consumer of DHBVN bearing account no. 1122043205 under SDO (OP) South City DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that their meter had been replaced in March 2019 and then again in February 2020. When they received the bill in September in 2020 after much of pursuance, they got highly inflated bill of more than 5 lacs which was wrong. Apparently, the meter which remained installed from March 2019 to February 2020 recorded very high consumption and was defective which caused such a highly inflated bill. 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 memo no. 1650 dated 07.06.2021 but it was not satisfactory at all. The Subdivision was directed by the Forum to place on record the consumption data of the consumer from 2013 up to the date. Now to come up for hearing on 08.07.2021.

Proceeding was held on dated 08.07.2021 at Gurugram. Both the parties were present. The SDO submitted reply vide memo no. 1755 dated 07.07.2021 annexing therewith the copy of ledger from 2016 onwards. The Forum directed SDO to submit the details of all the meters changed since 2016 along with the last readings of the removed meters. Now to come up for next hearing on 10.08.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3517 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 08.07.2021

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

Present:

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

In the matter of complaint of M/S SUPREME SYSTEMS, 71, Phase IV, Udyog Vihar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

M/S SUPREME SYSTEMS, 71, Phase IV, Udyog Vihar, Gurugram are consumer of DHBVN bearing account no. 4089550000 under SDO (OP) Maruti S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that non energy charges of Rs. 435380/- have been wrongly posted in their bill which was wrong. Also, whatever non-energy charges they had been asked to pay has been paid. They approached the respondent Nigam for rectification and withdrawal of the excess and wrong charges but no action has been 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 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 letter 1877 dated 23.06.2021 and admitted that the charges levied through sundry charges were actually not chargeable and that the office had written to CBO for withdrawal of the amount of Rs. 435380/-. SDO was directed to supply the correct bill in next 10 days with a confirmation to the Forum. Now to come up for hearing on 08.07.2021.

Proceeding was held on dated 08.07.2021 at Gurugram. Complainant and SDO were present. The SDO did not submit reply but told that the charges levied through sundry charges were actually not chargeable and that the office had written to CBO for withdrawal of the amount of Rs. 435380/-. The SDO informed that around Rs. 2,35000/- has been adjusted by the CBO but for refund of balance amount, the matter was being taken up with the CBO. SDO was directed to supply the correct bill in next 15 days with a confirmation to the Forum. Now to come up for hearing on 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3514 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 08.07.2021

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

Present:

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

In the matter of complaint of Lt. Col. Bhownath Singh, 301, The Palms, South City I,
Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Lt. Col. Bhowmath Singh, 301, The Palms, South City I, Gurugram is a consumer of DHBVN bearing account no. 4831360000 under SDO (OP) South City S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that erroneous/excessive billing for units has been done and that he has been made to pay Rs. 180455/- in excess due to billing on average basis. He approached the respondent Nigam several times 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. 1378 dated 07.06.2021 and informed that the bill issued to the complainant was correct as per Nigam instructions. The complainant was not satisfied. The Forum did not find the reply satisfactory. The Forum observed that meter of the complainant had been replaced in June 2017 but the same had not been updated from the date of change resulting into average billing. The Forum directed the SDO to get the MCO updated from the date of change of meter and get the corrected bill delivered to the complainant within next 15 days. Now to come up for hearing on 08.07.2021.

Proceeding was held on dated 08.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any fresh reply but informed that the bill issued to the complainant was correct as per Nigam instructions. The Forum again observed that meter of the complainant had been replaced in June 2017 but the same had not been updated from the date of change resulting into average billing. The Forum directed the SDO to place on record the consumption data from 2015 onwards and to get the MCO updated from the actual date of replacement. Now to come up for hearing on 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3528 / 3566 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 08.07.2021

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

Present:

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

In the matter of complaint of Mr. Piyush Mittal, 65, HEWO Apartments, Sector 31, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Mr. Piyush Mittal, 65, HEWO Apartments, Sector 31, Gurugram is a consumer of DHBVN bearing account no. 8383821404 under SDO (OP) South City S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had applied for change of name in 2018 from the previous owner Mr. Narender Sharma but till date the name has not been changed. Also, that he did not receive any bill from January 2019 to January 2020. That after a lot of persuasion when he got the bill, it was in negative. Then, all of a sudden, he got the bill which had an erroneous amount and also no details of billing had been provided. He was also not given the benefit of the slab as mandated by the tariff order. 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. 1351 dated 07.06.2021 and informed that all the necessary corrections had been made and that an advice for refund of Rs. 26771/- had been sent to CBO for taking note of it. The Forum directed the Subdivision to provide all the consumption details w.e.f. March 2019 up to date to the complainant and show them the calculation of the sundry advice amount of Rs. 26771/- within 3 days. The complainant was also asked to see the details of refund amount and come up with objections, if any, by the next date of hearing. Now to come up for hearing on 08.07.2021.

Proceeding was held on dated 08.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 1756 dated 08.07.2021 stating that the refund of Rs. 26771/- had been made in the consumer's account but it was pending for approval in CBO. The Forum observed that the detail of amount charged or proposed to be refunded has not been shown to the complainant, which was specifically the order of Forum in last hearing. The Forum again directed the Subdivision to provide all the consumption details w.e.f. March 2019 up to date to the complainant and show them the calculation of the sundry advice amount of Rs. 26771/- within 3 days. The complainant was also asked to see the details of refund amount and come up with objections, if any, by the next date of hearing. Now to come up for hearing on 22.07.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3567 / 2021
DATE OF INSTITUTION	08.06.2021
DATES OF HEARING	23.06.2021, 08.07.2021

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

Present:

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

In the matter of complaint of Mr. Ranjeet Singh c/o Groovie Hotel, Mehrauli Road, Gurugram regarding refund of ACD

..... Complainant / Petitioner

Vs.

XEN/OP City Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Mr. Ranjeet Singh c/o Groovie Hotel, Mehrauli Road, Gurugram was a consumer of DHBVN bearing account no. 1501040000 under SDO (OP) IDC S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they had got the connection disconnected in June 2019 and had requested for refund of their ACD of more than a lakh along with penal interest and a fine of Rs. 10000/- for withholding of due amount for more than 2 years. 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 did not submit any reply and even disputed withholding of any such due amount. SDO was directed to submit detailed reply specifically on the amount of refundable ACD and the reason for not releasing the due amount for more than 2 years now. Now to come up for hearing on 08.07.2021.

Proceeding was held on dated 08.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide memo no. 825 dated 06.07.2021 that since the RAPDRP system, after disconnection in 2019, had adjusted the balance payable bill from the security, only the balance amount of Rs. 68000 was refundable whereas the complainant said that they had cleared all the bills before getting the connection disconnected, so the full security was refundable. The Forum observed that information supplied by SDO was not complete which needed further study and review of the case. The SDO was directed to submit detailed reply specifically on the amount of refundable ACD and the reason for not releasing the due amount for more than 2 years now. Now to come up for hearing on 22.07.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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, 08.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

None 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.

Proceedings were held on 08.07.2021. Representative of complainant as well as the SDO was present. The SDO referred to his earlier 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 and therefore was entitled for the service connections charges while taking the connection originally from the common feeder. The SDO apprised that there no such HERC regulation which permitted refund of service connection charges. Now to come up for arguments and order on 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3362 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021, 09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/s Exotica Condominium Owners Association, Parsavnath Exotica, Gold Course Road, Sector-53, Next to IBIS Hotel, Gurugram has 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.

Proceedings were held on 08.07.2021. The complainant as well as Respondent SDO were available. SDO did not submit any reply but told that the directions given by the Forum in last hearing were being complied with and it would take some more time to file a final reply in that regard. 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 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3386/ 2021
DATE OF INSTITUTION	14.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021

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

Present:

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

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.


Proceedings were held on 08.07.2021. Respondent SDO as well as the complainant were present. SDO did not submit reply or the clarification from Commercial wing of DHBVN. He informed that the information was still awaited. The complainant on his part informed that apart from the pending issue of lagging and leading power factor, there was another problem which they were facing and it was that they have been getting the bills on average basis. The

Forum directed the SDO to look into the matter and ensure that the bills are generated and delivered on actual reading basis. The Forum also directed SDO to peruse with CE Commercial to get the reply on the issue well before next date. Now, to come up for hearing on 10.08.2021. No coercive action be taken against the complainant till the final resolution of the case.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
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 retrived 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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3191 / 2020
DATE OF INSTITUTION	17.08.2020
DATES OF HEARING	08.10.2020, 27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021, 09.02.2021, 08.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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

Proceeding was held on 29.12.2020. Complainant as well as SDO Maruti were present. SDO M&P was also present and submitted the data from record. Forum directed both the SDOs to place on record the detailed analytical report on the available data and to come up for hearing on the next date 12.01.2021.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO telephonically requested for another date to furnish reply. Request allowed.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Forum directed Xen. M&P Gurugram to attend next date of hearing for arguments and respondent SDO also to furnish reply. Now to come up on the next date of hearing on 23.02.2021 for arguments.

Proceeding was held on dated 08.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. 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 earlier had informed in another similar case 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.

Now to come up on the next date of hearing on 10.08.2021 for arguments.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3491 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Munish Yadav, 479/3, Prem Nagar, Delhi Road, 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

Sh. Munish Yadav, 479/3, Prem Nagar, Delhi Road, Gurugram is consumer of DHBVN bearing account no. 4048687618 under SDO (OP) S/Divn., DHBVN, Maruti, 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 consumption and that abnormal amounts have been levied in the bills without any explanation by the subdivision. 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 informed that the case had been already sent to CBO for allowing the refund due to the complainant. But the case was still pending at CBO end. The Forum directed the SDO to take up the matter personally with CBO and get the corrections made before the next date of hearing. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3537 / 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Jitender Yadav, 998, C-2, Palam Vihar, 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

Sh. Jitender Yadav, 998, C-2, Palam Vihar, Gurugram is consumer of DHBVN bearing account no. 9661560000 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that since 2020, he had been getting bills which were incorrect and on the basis of faulty meter. 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. The Forum directed the SDO to place on record the consumption data of 2 years prior to the installation of smart meter and the consumption track of smart meter till it got burnt. Also, to submit para wise reply to the complaint by the next date of hearing. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3550 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Shashi Sudesh Chhabra, Sector 23, 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

Sh. Shashi Sudesh Chhabra, Sector 23, Gurugram is consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been wroglly charged since 2020 and excessive reading has been shown as consumption. 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 was present but the complainant was not present. The SDO did not submit reply. The Forum directed the SDO to call the complainant to understand the complaint and detailed reply may be submitted within next 15 days. The Forum also directed the complainant to be present on the next date of hearing. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3585 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Gulshan Rai Gulati, B 1202, Palam Vihar, 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

Sh. Gulshan Rai Gulati, B 1202, Palam Vihar, Gurugram is consumer of DHBVN bearing account no. 8870960000 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that since the replacement of smart meter in October 2020, he has been getting bills on average basis. 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. The Forum directed the SDO to get the smart meter MCO updated from the date of actual installation and get the corrected bill delivered within next 15 days. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3595 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Deen Dayal, E-91, Block B, Dharam Colony, 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

Sh. Deen Dayal, E-91, Block B, Dharam Colony, Gurugram is consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint but the contents of complaint are not clear except that he has mentioned it as a case for reconnection. 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 was asked to get the details of the case after talking to complainant and submit detailed reply before the next date of hearing. The complainant was also directed to be present on the next date of hearing to explain his grievance. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3615 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Ram Kala Babairwal, 1765/3, Rajiv Nagar, 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

Sh. Ram Kala Babairwal, 1765/3, Rajiv Nagar Gurugram is consumer of DHBVN bearing account no. 0876460000 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he wrongly paid the bill in UHBVN which should be got transferred to his account in DHBVN. 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 was present but the complainant was not present. The SDO did not submit reply and told that the matter would be looked into after getting details of case from the complainant. The Forum directed the SDO to call the complainant and take further action after getting details of the case and after talking to his counterpart in UHBVN. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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	22.062021
DATES OF HEARING	08.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
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 / 3548 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Mahavir Singh, C-181, SF, Block C, Sector 50, Mayfield Garden, 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. Mahavir Singh, C-181, SF, Block C, Sector 50, Mayfield Garden Gurugram is consumer of DHBVN bearing account no. 3140923913 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 there seemed to be something abnormal in their bill as the consumption recorded was very high. He wanted to get the corrections made after due verification. 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 told that the bill was correct and as per reading only. The complainant was offered if he wanted to get the meter working checked from laboratory. The complainant agreed. The Forum directed the SDO to get the meter of complainant checked from M&T laboratory in next one week after completing usual formalities and submit report in the next hearing. Next date has been fixed as 22.07.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3569 / 2021
DATE OF INSTITUTION	01.06.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Sushil Kumar, 868 / 13, Vijay Park, 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. Sushil Kumar, 868 / 13, Vijay Park, Gurugram is consumer of DHBVN bearing account no. 8646430000 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 had paid excess amount since 2019 but the same has not been refunded so far despite assurances by the subdivision. It was refunded once but has been put again in his account. 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. 828 dated 07.07.2021 stating that his office had processed the case to CBO for refund of Rs. 26900/= but now the CBO has remarked that the same amount had been refunded way back in 2019 itself and therefore its refund again was not required, and hence, the current bill was correct. The Forum directed the SDO to place on record the excess charging detail, refund made earlier, its recharging again etc. along with detailed reply by the next date of hearing. Next date has been fixed as 21.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3612 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. R C Aggarwal, 180, Sector 5, 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. R C Aggarwal, 180, Sector 5, Gurugram is consumer of DHBVN bearing account no. 3962510000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating an amount which had been removed from his account after due verification by the subdivision has again been put in his account and he has again started getting wrong bills. 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. 833 dated 08.07.2021 stating that they had sent the case to CBO but it has been returned back with the remarks that it should be got audited from local audit party. Therefore, the case would be processed for local audit and rectification thereof. The Forum directed the SDO to take up the matter with local audit party and get the matter resolved in next 15 days. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3549 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Ashish Maini, H no. 42, 3rd Floor, Rosewood Street, Malibu Towne, Sector 47, 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

Sh. Ashish Maini, H no. 42, 3rd Floor, Rosewood Street, Malibu Towne, Sector 47, Gurugram is consumer of DHBVN bearing account no. 3760455289 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 since the replacement of his meter with smart meter in 2020, he has been getting bills either on average basis or provisional basis. That he has already paid much in excess and still the subdivision was asking him to pay more. 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 was present but the complainant was not present. The SDO submitted reply vide memo no.355 dated 08.07.2021 stating that since the billing cycle was in initiated stage, his office would not be able to do anything and therefore requested for another date. The Forum directed the SDO to submit detailed reply by the next date of hearing. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3547 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Prem Bhushan Khanna, GM 22, DLF Phase II, 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. Prem Bhushan Khanna, GM 22, DLF Phase II, Gurugram is consumer of DHBVN bearing account number 8145858000 under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has received a bill of more than Rs. 170000 which was very much on higher side and despite the fact his premises had been lying unused due to Corona. 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. 5737 dated 08.07.2021 stating that the additional amount put in the bill was on account of half margin raised by audit in August 2019. The complainant argued that if the amount had become chargeable in August 2019, then why the amount has been charged after 2 years when his tenant has already vacated. The Forum directed the SDO to submit complete case and the reasons for not charging the amount in time in 2019 itself. No coercive action should be taken till final disposal of the case. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
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 / 3600 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of M/S TIMES RESIDENCY, Sector 62-63, 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 TIMES RESIDENCY, Sector 62-63, Gurugram are consumer of DHBVN bearing account no. G22BPHT0165 under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the Nigam has been charging Municipal Tax from the complainant even though the area was beyond the Municipal limits. The complainant has requested to direct DHBVN not only to refund the M Tax so charged but also the refund along with penal interest. That they approached respondent Nigam but no action was taken and therefore 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 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.482 dated 07.07.2021 stating that the area was well within the Municipal Limits. The counsel appearing for complainant argued that all the necessary papers had been submitted in the subdivision to prove it otherwise. The Forum directed SDO to take up the matter personally with MCG and get the corrections made, if any, along with para wise reply before the next date of hearing. Next date has been fixed as 22.07.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
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 / 3581 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Virender Singh c/o Neel Metal Works, Sector 36, pace City II, 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

Sh. Sh. Virender Singh c/o Neel Metal Works, Sector 36, Pace City II, Gurugram is consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Kadipur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that benefit of TOU has not been given by DHBVN despite the circular in that regard. Also, that they have to go to subdivision every month for getting the amount adjusted but the office has not been adjusting the benefit in the system. 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. 5206 dated 08.07.2021 stating that since the CBO had closed the request, the bill of the complainant was correct. The Forum viewed the casual approach of the subdivision very seriously. The reply filed is not at all satisfactory and therefore directed the SDO to submit complete consumption data of the complainant since the start of benefit of TOU along with the copy of request his office made to CBO. Also, to take up the matter personally with CBO and get the corrections made before the next date of hearing. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3602 / 2021
DATE OF INSTITUTION	16.06.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Sunil Kumar, 1/5 Milestone, Khandsa Road, 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

Sh. Sunil Kumar, 1/5 Milestone, Khandsa Road, Gurugram is consumer of DHBVN bearing account no. 4532560000 under SDO (OP) S/Divn., DHBVN, Kadipur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that DHBVN did not give benefit of TOU as promised in their circular and also interest has been charged on the amount which deserve refund. Both the charging are therefore incorrect for which the responsibility lies on DHBVN.


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 requested for another date for filing reply and making necessary corrections. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS
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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
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 / 3619 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. S K Kappor c/o NRI Group Housing, Pocket F, Sector 2, Palam Vihar, 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

Sh. S K Kapoor c/o NRI Group Housing, Pocket F, Sector 2, Palam Vihar, Gurugram is consumer of DHBVN bearing account no. 3800860000 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 rebate of 4% in tariff has not been allowed since date of connection, ACD as deposited not updated accurately and interest thereon also not given. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 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 New Palam Vihar S/D apprised that the case had been wrongly sent to his office whereas the case related to Maruti S/D. The Forum directed. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3587 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Ramesh Singh Rana, 401/2/1-A, Basai Colony, 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

Sh. Ramesh Singh Rana, 401/2/1-A, Basai Colony, Gurugram is consumer of DHBVN bearing account no. 4123905141 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 he had been getting incorrect bill for quite a long time and that his meter had been changed but not taken in record. He approached respondent Nigam for corrections 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 submitted reply vide memo no. 7338 dated 08.07.2021 stating that the bill was correct and that no meter had been changed. The Forum directed the complainant to be present on the next date of hearing to defend his case otherwise the case would be closed accepting the SDO's reply as correct. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3557 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Smt. Premwati, Taoru regarding wrong billing
..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Premwati, Taoru, is consumer of DHBVN bearing account no. 8280291000 under SDO (OP) S/Divn., DHBVN, Taoru, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she has not been getting the bill as per correct reading for the last 2 years. 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 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 submitted reply vide memo no. 586 dated 07.07.2021 stating that average bill period from 5/2018 to 3/2019 has now been corrected and a refund of Rs. 4815/- has been made to the consumer. The Forum directed the SDO to get the correct bill delivered to complainant within 15 days. The Forum also directed the complainant to deposit all the non-disputed bill immediately to avoid disconnection. Now to come for hearing on 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3606 / 2021
DATE OF INSTITUTION	21.04.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Smt. Amarjeet Kaur, 101/11, Subhash Nagar, 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. Amarjeet Kaur, 101/11, Subhash Nagar, Gurugram is consumer of DHBVN bearing account no. 6458540000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she had applied for bill settlement in the Bill Settlement Scheme and had got the revised dues which she paid in time. But the amount which had been withdrawn from the bill at that time as per provisions of the scheme are coming again and again levied in the bills. She has approached respondent Nigam for final withdrawal of the amount but no action has been 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 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.834 dated 08.07.2021 stating that the case had been sent to CBO but it has been received back with the remarks that the case under BSS should be sent through operation division. The Forum directed the SDO to take up the matter personally with XEN office and the CBO and get the corrections made before the next date of hearing. Next date has been fixed as 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</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 / 3632/ 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021

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

Present:

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

In the matter of complaint of Sh. Bijender garg,742, sector 47, 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. Bijender garg,742, sector 47, Gurugram is consumer of DHBVN bearing account no. 3333539362 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 he received electricity bill for Rs.36196/- during the month of 03/2021 in respect of the temporary connection which was already disconnected during 12/2019 vide PDCO issued in 11/2019 after clearance of final dues of Rs. 15332/-. Permanent connection was also installed during 09/2019 in the name of my wife Smt. Santosh Garg at the said premises. He also placed on record 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. Complainant and representative of SDO were present. Respondent SDO did not submit his reply, however ensured that complainant grievance will be resolved and detailed reply would be submitted in next 15 days. The Forum directed the respondent SDO to comply with and submit the detailed reply as assured. Next date has been fixed 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson