	<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>
---	--

CASE NUMBER	DH / CGRF / 3603 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	13.07.2021, 20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Preeti Dwivedi, A-140, 1st Floor, C Block, Sushant Lok II, Sector 56, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Preeti Dwivedi, A-140, 1st Floor, C Block, Sushant Lok II, Sector 56, Gurugram is consumer of DHBVN bearing account no. 5050580850 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 while for 6 months from November 2020 to June 2021 they were away to their native place, yet they received the bill for 5000 units and requested to investigate whether it was a case of theft of energy case or the wrong billing. Also, that she has been talking to concerned DHBVN officials including the SE but no action has been taken so far. She has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 13.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1804 dated 12.07.2021 stating that the bill earlier which was being delivered on Provisional basis has now been corrected and that the bill was correct as per reading. The SDO was directed to submit detailed reply specifically mentioning the contents of the complaint along with last two years' consumption data starting June 2019 till date. SDO was also directed to get the meter checked from M&P after following necessary procedure and place the facts on record by the next date. No coercive action should be taken till final disposal of the case. Next date has been fixed as 10.08.2021.


Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted consumption data of the last two years which was discussed during the hearing. The Forum observed that the consumption data did not indicate any difference in the consumption pattern specifically with reference to the period of dispute as told by the complainant. The complainant again argued that a man of DHBVN Mr. Pankaj Mishra had told her that the connection of her meter had been wrongly used by the upper floor resident. The Forum observed that there was no proof available with regards to claim of the complainant but still the SDO was directed by Forum to get the claim of complainant verified from the area JE and put up a report in

this regard on the next date of hearing. SDO was also directed to get the meter checked from M&P after following necessary procedure and place the facts on record by the next date. No coercive action should be taken till final disposal of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO was present but the complainant was not present. The SDO did not submit any fresh reply but told that the complainant's contention that someone had manipulated her connection and the service cable was purely an internal matter between the residents and Nigam had nothing to do, even if the contention of complainant is taken as correct. Also, as stated earlier, there was no change in the consumption pattern. The Forum did not find any merit in the contents of the complaint but since the complainant was not present, the Forum decided to give another date for giving another opportunity to the complainant to submit her statement. Next date of hearing is fixed on 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3614 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	13.07.2021, 20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Bharat Jindal, H No. 754 A, Sector 52, 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. Bharat Jindal, H No. 754 A, Sector 52, Gurugram is consumer of DHBVN bearing account no. 1672141218 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 he has been getting incorrect bills, abnormal amounts put in his bill without any details and dates of reading taken not mentioned in the 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 13.07.2021 at Gurugram for hearing of the case.


Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1798 dated 12.07.2021 stating that the bill was correct. The Forum did not find the reply satisfactory and not specific to the issues raised in the complaint. The Forum also observed that the dispute arose w.e.f. November 2019 when the smart meter was installed. The SDO was directed to submit consumption data from November 2018 onwards till date along with MCO details and the payments made so far after November 2019. Next date has been fixed as 10.08.2021.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2164 dated 19.08.2021 annexing thereby the consumption data of the last 5 years. Copy of this data was given to the consumer also to go through it. The Forum observed that the dispute which had arisen in November 2019 due to installation of new smart meter has not been addressed by the Nigam. The SDO was directed to look into the matter and submit the necessary corrections proposed in the mistake which is evident from the consumption data. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply but told that the corrections to be done were in process and would take another ten days or so. The SDO was again directed to look into the matter and submit the necessary corrections proposed in the mistake which was evident from the consumption data. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3584 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	13.07.2021, 20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Nikhil Khetwani, P-2095, 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. Nikhil Khetwani, P-2095, Gurugram is consumer of DHBVN bearing account no. 9892860000 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 he had two disputes. One related to the period 26.02.2020 to 01.09.2020 and two, the period from 01.03.2021 to 10.05.2021. He has not been billed as per Nigam's sales circulars and disproportionate amounts have been billed without any details of such amounts. 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 13.07.2021 at Gurugram for hearing of the case.


Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1806 dated 12.07.2021 stating the bills were correct. The Forum did not find the reply satisfactory and directed the SDO to submit issue wise reply latest by the next date of hearing. Also, to submit details of all the meters changed during last 3 years long with data of meter removed and installed. No coercive action to be taken till final resolution of the case. Next date has been fixed as 10.08.2021.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply. The Forum again directed the SDO to submit issue wise reply and to submit details of all the meters changed during last 3 years long with data of meter removed and installed. No coercive action to be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2334 dated 08.09.2021 annexing thereby the consumption data. The complainant also submitted a paper showing the comparison of consumption and showed the discrepancy. A copy of this comparison was given to the SDO. The Forum again directed the SDO to submit issue wise reply. No coercive action to be taken till final resolution of the case. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3558 / 2021
DATE OF INSTITUTION	27.04.2021
DATES OF HEARING	13.07.2021, 20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Rajneesh Garg, 1640, Sector 45, 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. Rajneesh Garg, 1640, Sector 45, Gurugram is consumer of DHBVN bearing account no. 2585550000 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 till November 2019, he has been getting correct bills. In December 2019, the meter was changed but the MCO was not updated in time. All through the year 2020, he has been getting wrong bills. In February 2021, the meter was again changed and again the MCO was not updated in time resulting in wrong bills again. 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 13.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1809 dated 12.07.2021 stating the issues raised by the complainant have been redressed and a case for refund of Rs. 26393/- has been sent to CBO for approval. The Forum directed the SDO to place on record of calculation of Rs. 26393/- and the details of MCOs effected. No coercive action should be taken till final resolution of the case. Next date has been fixed as 10.08.2021.


Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO had submitted reply vide memo no. 1809 dated 12.07.2021 stating the issues raised by the complainant have been redressed and a case for refund of Rs. 26393/- has been sent to CBO for approval. The Forum had directed the SDO to place on record of calculation of Rs. 26393/- and the details of MCOs effected. The complainant on his own submitted the calculation details which were not matching with the refund details intimated by the subdivision. Copy of this detail was given to the SDO and was asked to check up and make necessary corrections if any. No coercive action should be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant was not present but the SDO was present. The SDO had submitted reply vide memo no. 2336 dated 08.09.2021 stating the issues raised by the complainant have been redressed and a case for refund of Rs. 26393/- has been approved by the CBO.

The SDO also apprised that the meter of the complainant had been changed as faulty and not in routine. But since the complainant was not present, the Forum decided to have another hearing on the next date. No coercive action should be taken till final resolution of the case. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3613 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	13.07.2021, 20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Vijay Veer Singh, H. No. 1278, Sector 45, 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. Vijay Veer Singh, H No. 1278, Sector 45, Gurugram is consumer of DHBVN bearing account no. 5288950000 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 his meter got burnt on 25.06.2018. The new meter was installed on 11.07.2021 which was updated on 14.09.2021. That the amount which had been charged and duly refunded earlier has again been charged. He approached respondent Nigam for withdrawal of the amount 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 13.07.2021 at Gurugram for hearing of the case.


Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1813 dated 12.07.2021 stating that the amount of Rs. 44487/- has been charged again as per audit half margin. The Forum was not satisfied with the casual reply. The SDO was directed to submit detailed reply along with details of amount charged first, then its refund and then charging again along with copies of half margins in this regard. No coercive action be taken till final resolution of the case. Next date has been fixed as 10.08.2021.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply. The Forum was not satisfied with the casual approach of the subdivision. The SDO was again directed to submit detailed reply along with details of amount charged first, then its refund and then charging again along with copies of half margins in this regard. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2335 dated 08.09.2021 annexing thereby the consumption data. The SDO was again directed to submit detailed reply along with details of amount charged first, then its refund and then charging again along with copies of half margins in this regard. No coercive action be taken till final resolution of the case. Next date has been fixed as 24.08.2021

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3575 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	13.07.2021, 20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Umed, Bindapur, Indira Colony, Sector 52,
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. Umed, Bindapur, Indira Colony, Sector 52, Gurugram is consumer of DHBVN bearing account no. 2142460000 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 his bills were not as per reading of the meter after change of meter and that unnecessary amount has been charged in bill for which no details have been provided. 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 13.07.2021 at Gurugram for hearing of the case.


Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1808 dated 12.07.2021 stating the bill of complainant was correct. The Forum did not find the reply satisfactory. The SDO was directed to submit detailed reply specifically mentioning the actual date of change of meter, actual date of MCO up-dation in the billing software, reading of the removed meter and the current meter reading. Also, the details of bills issued during last one year. No coercive action be taken till final resolution of the case. Next date has been fixed as 10.08.2021.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2174 dated 20.08.2021 annexing thereby consumption data and the details of payments made. Copy was also given to the complainant. The SDO was again directed to submit detailed reply specifically mentioning the actual date of change of meter, actual date of MCO up-dation in the billing software, reading of the removed meter and the current meter reading. Also, the details of bills issued during last one year. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant was not present but the SDO was present. The SDO did not submit any fresh reply. The SDO was again directed to submit detailed reply specifically mentioning the actual date of change of meter, actual date of MCO up-dation in the billing software, reading of the removed meter and the current meter reading. Also, the details of bills issued during last one year. No coercive action be taken till final resolution of the case. Next date has been fixed as 16.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3647 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	13.07.2021, 20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Sukesh Jain, Fairdeal Hospitality, Sector 39, Gurugram is consumer of DHBVN bearing account no. 4192270000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that an amount of Rs. 414530/- has been wrongly charged and that despite his repeated persuasion with the subdivision, no action to take out the amount has been taken so far. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 13.07.2021 at Gurugram for hearing of the case.


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

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

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2338 dated 08.09.2021 stating that the consumer has already paid the tariff higher than what it would become after the change of category was applied. The Forum directed the SDO to place on record a comparison sheet of the two calculations. No coercive action be taken till final resolution of the case. Next date has been fixed as 16.09.2021

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3627 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Surender Jain, House no. 662, Sector 40, 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. Surender Jain, House no. 662, Sector 40, Gurugram is consumer of DHBVN bearing account no. 2108170000 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 for the period they had already paid the bills, a new bill has been generated thereby causing unnecessary demand and without any detailed calculation. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant was not present but the SDO was present. The SDO did not submit any fresh reply and told that necessary corrections in the bill had been made. The Forum directed the SDO to provide detail of the charging and calculation of additional interest by the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3692 / 2021
DATE OF INSTITUTION	06.08.2021
DATES OF HEARING	20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Bal Kishan Kaushik, House no. 2, Gali No. 4, Sheetla Colony, 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. Bal Kishan Kaushik, House no. 2, Gali No. 4, Sheetla Colony, Gurugram is consumer of DHBVN bearing account no. 7564240000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that in the month of June 2021, he received a bill in which an arrear of Rs. 449252.85 has been shown against a meter which had been replaced long back as defective. That despite his repeated persuasion with the subdivision, no action to take out the amount has been taken so far. He has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. Ch-1/Forum 3692/GGN/2021 dated 06.08.2021 attaching the copy of half margin. The reply was not satisfactory. The Forum directed the SDO to submit the detail of M&P report, any other record available in his office and the consumption data of the last 2 years and the data after replacement of meter up to date. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. Ch-1/Forum 2001 dated 9.09.2021 attaching the copy of half margin. The reply was not satisfactory. The Forum again directed the SDO to submit the detail of M&P report, any other record available in his office and the consumption data of the last 2 years and the data after replacement of meter up to date. No coercive action be taken till final resolution of the case. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3649 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 20.08.2021 at Gurugram for hearing of the case.

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

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

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3648 / 2021
DATE OF INSTITUTION	06.08.2021
DATES OF HEARING	20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Sandeep Jain, House no. 310, 1st Floor, Sector 15, Part I, 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. Sandeep Jain, House no. 310, 1st Floor, Sector 15, Part I, Gurugram is consumer of DHBVN bearing account no. 2685160814 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been getting bills on average basis and without any reading and wants that his bill be corrected as per readings / actual consumption recorded in the meter. That despite his repeated persuasion with the subdivision, no action to take out the amount has been taken so far. He has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1124 dated 20.08.2021 stating that the bills were as per actual readings only. Copy of reply was given to the complainant and asked to submit his version on the said reply. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant was not present but the SDO was present. The SDO had submitted reply vide memo no. 1124 dated 20.08.2021 stating that the bills were as per actual readings only. Copy of reply was given to the complainant and asked to submit his version on the said reply. But because the complainant was not present, the Forum decided to give another date for having version of the complainant. No coercive action be taken till final resolution of the case. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3631 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Ramesh Kumar, House no. 418, Sector 12 A,
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. Ramesh Kumar, House no. 418, Sector 12 A, Gurugram is consumer of DHBVN bearing account no. 4981730000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that in the month of March 2021, he received a bill which had an arrear of more than Rs. 3 lacs stated to be for the period November 2020 to March 2021. That the bill was totally unjustified. That despite his repeated persuasion with the subdivision, no action to take out the amount has been taken so far. He has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1123 dated 20.08.2021 stating that the bills were as per actual readings only and that the CBO also had closed the case. The Forum observed that the details were not sufficient to reach at any conclusion. Copy of this reply was given to complainant as well. The Forum directed both the parties to come prepared for detailed arguments on the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant was not present but the SDO was present. The SDO had submitted reply vide memo no. 1123 dated 20.08.2021 stating that the bills were as per actual readings only and that the CBO also had closed the case. The Forum observed that the details were not sufficient to reach at any conclusion. Copy of this reply was given to complainant as well. The Forum directed both the parties to come prepared for detailed arguments on the next date of hearing. But since the complainant was not present, the Forum decided to give another opportunity to the complainant to submit his version on the reply submitted by the SDO. No coercive action be taken till final resolution of the case. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3639 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Naveen Kataria, House no. 383 / 12 Biswa, Sheetla Mata Mandir, Gurugram is consumer of DHBVN bearing account no. 1014640000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has not been getting the bills as per actual readings. Sometimes for Zero consumption, sometimes for 4 months together and never as per actual readings. That the bill was totally unjustified. That despite his repeated persuasion with the subdivision, no action to take out the amount has been taken so far. He has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1121 dated 20.08.2021 stating that the bills were as per actual readings only and correct. Copy of the reply was given to complainant also and he was asked to go through the details provided by the subdivision. The Forum observed that the details were not sufficient to reach at any conclusion. The Forum directed both the parties to come prepared for detailed arguments on the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 24.09.2021.

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

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3640 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

Complainant has filed the present complaint stating that he has not been getting the bills as per actual readings. Sometimes for Zero consumption, sometimes for 4 months together and never as per actual readings. That the bill was totally unjustified. That despite his repeated persuasion with the subdivision, no action to take out the amount has been taken so far. He has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 20.08.2021 at Gurugram for hearing of the case.

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

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

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3612 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	08.07.2021, 20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 20.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 1122 dated 20.08.2021 giving the detail of refunds approved by the CBO and the correction of bill. Copy of this detail was given to the complainant also. The Forum asked the complainant to go through the detail so provided by the Nigam and come up with his set of understanding and the refunded amount. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO was present but the complainant was not present. The SDO submitted did not submit any fresh reply. But since the complainant was not present, the Forum decided to give another date to hear the version of the complainant. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3606 / 2021
DATE OF INSTITUTION	21.04.2021
DATES OF HEARING	08.07.2021, 20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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. 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.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.

Proceedings were held on 20.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply but stated that the case would be sent to CBO through operation division in next 10 days. 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 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 1197 dated 09.09.2021 stating that approval to consider the case under BSS had been accorded by the XEN City and that it has been sent to CBO for correction. shortly. 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 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3615 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	08.07.2021, 20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 20.08.2021. The SDO was present but the complainant was not present. The SDO did not submit reply but 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 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as complainant was present. The SDO did not submit any reply but told that he had personally enquired from UHBVN as well as DHBVN Head Quarter but no such The Forum directed the complainant to enquire the matter from Paytm through which he had made the payment and come out with sufficient proof on the next date of hearing. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3681 / 2021
DATE OF INSTITUTION	26.07.2021
DATES OF HEARING	20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. B K Aggarwal, Flat Owner-cum-resident, D-503, Park View City I, Sector 48, Sohna Road, Gurugram regarding wrong application of Single point Regulation and wrong application of tariff

..... 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. B K Aggarwal, Flat Owner-cum-resident, D-503, Park View City I, Sector 48, Sohna Road, Gurugram has filed this complaint who is a BLDS consumer of DHBVN 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 the Nigam while preparing the bills of BLDS category does not apply the Single Point Regulation correctly and does not subtract 4% units from the total consumption before finding the slab in which the consumption is to be billed. This has been causing excessive billing and the consumers had to pay in excess than the due one. He approached respondent Nigam for correction but no action was taken and therefore has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 669 dated 20.08.2021 stating that the matter has been taken up with RAPDRP and the necessary corrections would be made shortly. The Forum directed the SDO to get the corrections made and deliver the corrected bill within next 15 days. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO submitted reply stating that the current bill had been issued correctly by first deducting 4% from the total consumption and then dividing it by the number of flats instead of dividing the total consumption by the number of flats. Copy of the corrected bill was also placed on record. The Forum observed that the current bill had been corrected but at the same time directed the SDO to get all the previous bills checked and submit details of over-charging, if any, with a copy to the complainant and also the refund, if any, may be adjusted in the next billing cycle. Next date of hearing is fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3696 / 2021
DATE OF INSTITUTION	12.08.2021
DATES OF HEARING	20.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

Complainant has filed the present complaint stating that the bills she has been getting were not as per reading and were erratic not commensurate to the consumption she makes every month. She approached respondent Nigam for correction but no action was taken and therefore has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 20.08.2021 at Gurugram for hearing of the case.

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

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

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3600 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	08.07.2021, 22.07.2021, 10.08.2021. 26.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 22.07.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no.702 dated 22.07.2021 stating that the area was well within the Municipal Limits and that the Forum on its own should get the certificate from MCG. The Forum observed it as a serious lapse on the part of subdivision. The Forum directed SDO to take up the matter personally with MCG and submit details in that regard by the next date of hearing. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 899 dated 09.08.2021 stating that the Municipal Limits issue was yet to be replied by MCG. The Forum directed SDO to take up the matter personally with MCG and submit details in that regard by the next date of hearing. Next date has been fixed as 24.08.2021.


Proceedings were held on 26.08.2021. The SDO as well as the

complainant were present. The SDO submitted copy of the letter written to MCG dated 26.08.2021. The Forum observed that the subdivision was not making efforts to get the clarification from the concerned office of MCG. The Forum again directed SDO to take up the matter personally with MCG and submit details in that regard by the next date of hearing. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 1274 dated 09.09.2021 stating that the office of MCG was not confirming whether the premises was outside the municipal limits. The Forum again directed SDO to take up the matter personally with MCG and submit details in that regard by the next date of hearing otherwise the letter submitted by complainant would be taken as correct and acceptable. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3537 / 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 26.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO did not submit reply but told that the MCO updation was pending t CBO level. 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 24.08.2021.


Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 2499 dated 26.08.2021 stating that the bill issued to complainant was correct. He also submitted the consumption data of the complainant's account as asked for. Copy of the reply was given to complainant asking him to go through and report back. The Forum directed the SDO to get the meter tested and ensure that the slab benefit is given to the complainant. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO had submitted reply vide memo no. 2499 dated 26.08.2021 stating that the bill issued to complainant was correct. He

had also submitted the consumption data of the complainant's account as asked for. Copy of the reply was given to complainant asking him to go through and report back. The Forum again directed the SDO to get the meter tested or to get the check meter installed and ensure that the slab benefit was given to the complainant. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3547 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 26.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply but said that his previous reply was correct. 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 24.08.2021.


Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply but said that his previous reply was correct. The Forum observed that apparently there were lot of mistakes made while preparing the half margin as well as at the charging of half margin. The SDO was directed to place on record the complete consumption data specifically stating as to when the MDI exceeded for the first time. No coercive action should be taken till final disposal of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply. The Forum again observed that apparently there were lot of mistakes made while preparing the half margin as well as at the charging of half margin and that the record demanded by the Forum

during last hearing has not been put up. The SDO was again directed to place on record the complete consumption data specifically stating as to when the MDI exceeded for the first time and how did it follow in the succeeding months. No coercive action should be taken till final disposal of the case. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3610 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	13.07.2021, 10.08.2021, 26.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Anoop Arora, 109, Sector 44, 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. Anoop Arora, 109, Sector 44, Gurugram is consumer of DHBVN bearing account no. 4416960000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that an amount of Rs. 691000/- has been placed in his current bill without any reason presumably on the issue raised by audit. That previously also, an amount of Rs. 14 lacs had been placed in their account the half of which had been withdrawn. That he is never ever told on what basis the amounts are charged and removed from his account. No details are provided. 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 13.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1803 dated 12.07.2021 stating the amount of Rs. 691555/- had been charged because of half margin raised by the audit and therefore the bill was correct. The Forum was not satisfied with the casual approach of the subdivision. The SDO was directed to submit copy of half margin on the basis of which Rs. 691555/- have been charged, the reason for charging Rs. 14 lacs and then the reason for refunding half of it and also that when the actual readings were available then why the bills were generated on average basis. The SDO to submit issue wise reply by the next date of hearing. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The complainant as well as the SDO was present. The SDO had submitted reply vide memo no. 1803 dated 12.07.2021 stating that the amount of Rs. 691555/- had been charged because of the half margin raised by the audit and therefore the bill was correct. The SDO was directed to submit copy of half margin on the basis of which Rs. 691555/- have been charged, the reason for charging Rs. 14 lacs and then the reason for refunding half of it and also that when the actual readings were available then why the bills were generated on average basis. The SDO to submit issue wise reply by the next date of hearing. Next date has been fixed as 24.08.2021.


Proceedings were held on 26.08.2021. The complainant as well as the

SDO was present. The SDO did not submit any fresh reply but maintained that the amount charged was correct. The Forum observed that after going through the half margin and the consumption data supplied by the subdivision, there were discrepancies in the recorded readings during the period of dispute starting November 2018. This needed a clarification from the subdivision. The SDO was directed to submit the downloaded data if any by the next date of hearing. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as SDO was present. The Forum again observed that after going through the half margin and the consumption data supplied by the subdivision, there were discrepancies in the recorded readings during the period of dispute starting November 2018 and required a clarification from the subdivision. The SDO was again directed to submit the downloaded data if any by the next date of hearing. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3582 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	13.07.2021, 10.08.2021, 26.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Puneet Choudhary, C 81, Block 7, 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. Puneet Choudhary, C 81, Block 7, Gurugram is consumer of DHBVN bearing account no. 6441860000 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 for the last 5-6 months, his bills were not on the basis of readings and he has been made to pay more. He approached respondent Nigam for correct billing 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 13.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1807 dated 12.07.2021 stating the complainant's meter was defective from November 2020 to May 2021 for which he has been charged on average basis. Also, that the bill was now correct. The SDO was directed to give details of the charging to complainant also and to deliver the corrected bill within next 15 days. The Forum also directed the complainant to pay the next bill as current bill must be paid by the due date. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The complainant as well as the SDO was present. The SDO had submitted reply vide memo no. 1807 dated 12.07.2021 on the last date of hearing stating the complainant's meter was defective from November 2020 to May 2021 for which he has been charged on average basis. The SDO also informed that they have sent a refund entry to CBO for Rs. 24761/- which was yet to be approved. Next date has been fixed as 24.08.2021.


Proceedings were held on 26.08.2021. The complainant as well as the SDO was present. The SDO had submitted reply vide memo no. 2217 dated 26.08.2021 stating the complainant's bill was made wrongly on kVAh basis instead of kWh basis and that a refund case of Rs. 31806/- had been sent to CBO for approval. The Forum asked the SDO to take up the matter personally with CBO to get the corrections made by the next date of hearing. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO told that the complainant's bill had been made

wrongly on kVAh basis instead of kWh basis and that a refund case of Rs. 31806/- had been sent to CBO for approval which was still awaited. The Forum asked the SDO to take up the matter personally with CBO to get the corrections made by the next date of hearing. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3653 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	22.07.2021, 10.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Manju Mangla, H. No. 608, 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

Smt. Manju Mangla, H. No. 608, Sector 31, Gurugram is a consumer of DHBVN bearing account no. 2077270000 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 after his meter was replaced with smart meter in March 2020, he has not been getting correct bills and abnormally high amounts have been put in his bills. He approached the respondent Nigam for rectification but no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 22.07.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 1863 dated 22.07.2021 stating that the MCO, which had been updated late has now been updated from the actual date of replacement in March 2020 and a refund entry of Rs. 45250/- has been approved and hence the grievance of the complainant has been resolved. But the consumer disputed the last reading of the old meter which was also a matter of dispute about which there is no mention in SDO's reply. The Forum directed the Subdivision to place on record the proof of the last reading on which the previous meter had been removed by L&T. It would be discussed in the next hearing. Next date of hearing is 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The Forum directed the Subdivision to place on record the proof of the last reading on which the previous meter had been removed by L&T. It would be discussed in the next hearing. Next date of hearing is 09.09.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant was not present but representative of respondent SDO were present. The Forum again directed the Subdivision to place on record the proof of the last reading on which the previous meter had been removed by L&T. It would be discussed in the next hearing. Next date of hearing is 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3144 / 2020
DATE OF INSTITUTION	25.08.2020
DATES OF HEARING	09.09.20, 25.09.20, 27.10.20, 10.11.20, 10.12.20, 12.01.2021, 09.02.2021, 23.02.2021, 25.03.2021, 23.06.2021, 08.07.2021, 10.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

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

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

(MANOJ YADAV)
Member Technical

(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>
---	--

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, 10.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 10.08.2021. None of the parties were present. Now to come up for arguments and order on 09.09.2021.

Proceedings were held on 09.09.2021. None of the parties were present. Now to come up for arguments and order on 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

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, 10.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.


Proceedings were held on 10.08.2021. The complainant was not present but the SDO was present. SDO did not submit any reply but told that the directions given by the Forum in last hearings 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 09.09.2021

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. SDO submitted reply vide memo no. 2343 dated 08.09.2021 stating that the complainant had never got the repair and maintenance estimates sanctioned nor any thing on the matter was in record. The complainant on his side submitted copies of some e-mails in proof of their contention. The SDO told that he would have to check up from records whether any approval had been given to them or not. The SDO was again directed to specifically reply to the instances of repair and maintenance referred to in the complaint. Next date of hearing is now fixed for 24.09.2021

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3391 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021, 10.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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


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

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

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

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3491 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 10.08.2021. 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. Also that the office had sent the refund entry of Rs. 140571/- but the CBO had approved the entry of Rs. 22477/- only. 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 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO did not submit reply but informed that the case had been sent to CBO for allowing the refund due to the complainant. Also that the office had sent the refund entry of Rs. 140571/- but the CBO had approved the entry of Rs. 22477/- only. The Forum again directed the SDO to take up the matter personally with CBO and get the complete corrections made before the next date of hearing. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3569 / 2021
DATE OF INSTITUTION	01.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 10224 dated 10.08.2021 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 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO did not submit any reply and requested for another date. The Forum again 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 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3581 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 4264 dated 09.08.2021 stating that the benefit had been credited to the complainant's account but the interest / surcharge levied was yet to be adjusted by the CBO. The Forum 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 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 4644 dated 09.09.2021 stating the same thing that the benefit had been credited to the complainant's account but the interest / surcharge levied was yet to be adjusted by the CBO. 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 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3619 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 10.08.2021. The SDO was present but the complainant was not present. The SDO Maruti S/D requested for another date to file the reply. The Forum directed the SDO to submit para wise reply by the next date of hearing. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant was present. The SDO Maruti S/D requested for another date to file the reply. The Forum directed the SDO to submit para wise reply by the next date of hearing. Next date has been fixed as 24.09.2021

(MANOJ YADAV)
Member Technical

(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>
---	--

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, 10.08.2021, 26.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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 Tax 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.


Proceedings were held on 10.08.2021. The complainant as well as the SDO was present. The SDO did not submit any reply. The Forum observed that neither party had any proof of the original ACD having been deposited by the complainant. Also, the calculation showing refund amount was also disputed by the complainant. After hearing both the parties, the Forum made it clear that no decision could be made in the absence of sufficient proof, so far as issue of ACD was concerned. On the issue of wrong calculation, the complainant was advised to visit subdivision to check up the online record and submit his objections, if any, on the next date of hearing. Next date has been fixed as 24.08.2021.

Proceedings were held on 26.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2608 dated 26.08.2021 stating that there was no record in the subdivision which could prove the sanctioned load as 450 kW. A copy of reply was given to the complainant to come up with his arguments. The Forum observed that neither party had any proof of the original ACD having been deposited by the complainant. The calculation showing refund amount was again disputed by the complainant. After hearing both the parties, the Forum made it clear that no decision could be made in the absence of sufficient proof, so far as issue of ACD was concerned. On the issue of wrong calculation, the complainant was again advised to visit subdivision to check up the online record and submit his objections, if any, on the next date of hearing. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2344 dated 08.09.2021 stating that there was no record in the subdivision which could prove the sanctioned load as 450 kW. A copy of reply was given to the complainant to come up with his arguments. The Forum observed that neither party had any proof of the original ACD having been deposited by the complainant. The calculation showing refund amount was again disputed by the complainant. After hearing both the parties, the Forum made it clear that no decision could be made in the absence of sufficient proof, so far as issue of ACD was concerned. On the issue of wrong calculation, the complainant was again advised to visit subdivision to check up the online record and submit his objections, if any, on the next date of hearing. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3608 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	13.07.2021, 10.08.2021, 09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Chander Mohan Gupta, H No. 730, Sector 31,
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. Chander Mohan Gupta, H No. 730, Sector 31, Gurugram is consumer of DHBVN bearing account no. 4824760000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating the following facts:

- i) 1st meter (Smart Meter) was replaced in February 2020 (13.02.2020) but received the first bill after that in October 2020 (24.10.2020)
- ii) Smart Meter replaced again without any notice and that the removed meter with Sr. no. 775009 had the reading of 5253
- iii) Again, received a bill of the period from 01.06.2020 to 24.10.2020 for 3651 units on provisional basis
- iv) Received a bill for the period 15.10.2020 to 14.12.2020 for 1369 units also on provisional basis
- v) Received a bill for the period 14.12.2020 to 01.02.2021 for 749.46 units, also on PR basis
- vi) Received a bill for the period 01.02.2021 to 10.05.2021 for 3462 units, again on provisional basis for an amount of Rs. 26834/-
- vii) Received a bill for the period 01.06.2020 to 24.05.2021 for Rs. 76285/- on PR basis because of MCO up-dation in May 2021
- viii) Rs. 42785/- again being shown as payable after paying all these bills as received

That he has been approaching the Nigam for resolution of the case 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 13.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO did not submit reply. The SDO was directed to submit detailed reply specifically mentioning the contents of the complaint as also listed above and no coercive action be taken till further directions in that regard by the Forum. Next date has been fixed as 10.08.2021.


Proceedings were held on 10.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2031 dated 10.08.2021 thereby annexing the consumption data of the last 5 years. Copy of

the ledger was also given to the complainant. The SDO was directed to submit detailed reply specifically mentioning the contents of the complaint as also listed above and no coercive action be taken till further directions in that regard by the Forum. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply. The SDO was directed to submit detailed reply specifically mentioning the contents of the complaint as also listed above and no coercive action be taken till further directions in that regard by the Forum. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3722 / 2021
DATE OF INSTITUTION	27.08.2021
DATES OF HEARING	09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Pradeep Attri, H No. 177, Sector 56, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Predeep Attri, H No. 177, Sector 56, Gurugram is consumer of DHBVN bearing account no. 4428438922 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 he received a bill for Rs. 136430/- despite the fact that his house has been locked for last one year as he resides in Panchkula. He has been approaching the Nigam for resolution of the case 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 09.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit any reply. The SDO was directed to submit detailed reply specifically mentioning the contents of the complaint and no coercive action be taken till further directions in that regard by the Forum. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3719 / 2021
DATE OF INSTITUTION	27.08.2021
DATES OF HEARING	09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Atul Wassan, H No. 933, Sector 40, 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. Atul Wassan, H No. 933, Sector 40, Gurugram is consumer of DHBVN bearing account no. 6246360000 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 he had installed roof top solar on 27.08.2020 but inspite of installation of net meter, the benefit has not yet been given to him and he is being made to pay more than f=due bills. He has been approaching the Nigam for resolution of the case 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 09.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2339 dated 08.09.2021 stating that the solar connection has now been updated in the system and that the next bill would be correct. The SDO was directed to ensure that the next bill delivered includes the benefit of solar connection. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3690 / 2021
DATE OF INSTITUTION	03.08.2021
DATES OF HEARING	09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Anil Aggarwal, House no. 394, Sector 40, 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. Anil Aggarwal, H No. 394, Sector 40, Gurugram is consumer of DHBVN bearing account no. 7353450000 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 he has been served with an absurd bill and despite his continuously approaching the subdivision, the bill has not been corrected. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 09.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2337 dated 08.09.2021 stating that the case ID for correction of bill has been generated and sent to CBO for correction which will be reflected in the next bill. The SDO was directed to ensure that the next bill delivered is correct. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3721 / 2021
DATE OF INSTITUTION	27.08.2021
DATES OF HEARING	09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Gaurav Sharma, House no. CW – 31 GF, Malibu Towne, Sohna Road, 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. Gaurav Sharma, House no. CW – 31 GF, Malibu Towne, Sohna Road, Gurugram is consumer of DHBVN bearing account no. 8894270000 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 has been served with bills absolutely absurd, not as per readings and some times on MMC despite the fact that consumption has been recorded. Also, that despite his continuously approaching the subdivision for the last one year, the bill has not been corrected. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 09.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit reply but requested for another date. The SDO was directed to submit detailed reply by the next date and no coercive action should be taken till further orders by the Forum. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3703 / 2021
DATE OF INSTITUTION	24.08.2021
DATES OF HEARING	09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Raj Kumari Laul, r/o House no. 88, 1st Floor, Kirti Nagar, New Delhi (House no. D 51, Rosewood City, Sector 49/50, Gurugram is consumer of DHBVN bearing account no. 1841660000 under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.


Complainant has filed the present complaint stating that despite the fact all dues had been cleared till October 2020 and his tenant had vacated the house, a sundry charge of Rs. 2-8318/- has been added in the bill received in February 2021. This was totally unjustified. That his tenant has now vacated and the house has been sold to new owner. Also, that despite his continuously approaching the subdivision for the last one year, the bill has not been corrected. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 09.09.2021 at Gurugram for hearing of the case.

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

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3689 / 2021
DATE OF INSTITUTION	03.08.2021
DATES OF HEARING	09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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


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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 09.09.2021 at Gurugram for hearing of the case.

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

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3720 / 2021
DATE OF INSTITUTION	27.08.2021
DATES OF HEARING	09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Mahesh Kumar, village Mohammadpur Jharsa, Bhora Kalan, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Manesar Divn., DHBVN, Gurugram
SDO/OP S/D, Bhora Kalan, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Mahesh Kumar, village Mohammadpur Jharsa, Bhora Kalan, Gurugram is a consumer with account no. under SDO (OP) S/Divn., DHBVN, Bhora Kalan, Gurugram. The Forum has jurisdiction to hear the complaint.


Complainant has filed the present complaint stating that in the month of January and February 2021, the bills issued were of abnormally high readings when compared to the corresponding months of the previous year. Also, the connection was disconnected on non-payment on 14.03.2021 despite the fact that the due date of payment was 30.03.2021. He has complained that meter was creeping even without load but the subdivision did not take any cognizance. Also, that despite his continuously approaching the subdivision for the last one year, the bill has not been corrected. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 09.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1962 dated 09.09.2021 stating details of the case. Copy of the reply was given to the complainant. The Forum directed both the parties to come prepared for arguments on the next date of hearing. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(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>
---	--

CASE NUMBER	DH / CGRF / 3688 / 2021
DATE OF INSTITUTION	03.08.2021
DATES OF HEARING	09.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Roshni Devi, Near Ammunition Depot, Sheetla Colony, 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. Roshni Devi, Near Ammunition Depot, Sheetla Colony, Gurugram is a consumer with account no. 0598540000 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 has been served with a bill which is very high and beyond her reach to pay. 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 09.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but requested for another date to submit details of the case. Next date has been fixed as 24.09.2021.

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson