	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3159 / 2020
DATE OF INSTITUTION	03.09.2020
DATES OF HEARING	25.09.2020, 27.10.2020, 01.12.2020, 29.12.2020, 27.01.2021, 23.02.2021, 10.03.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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

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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH/CGRF/3333/2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020, 27.01.2021, 23.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of M/s Ishwar Wire Rope Ind., Khasra No.68, Daultabad Road, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

M/s Ishwar Wire Rope Ind., Khasra No.68, Daultabad Road, Gurugram are consumer of DHBVN bearing account no. 6273460000 under SDO (OP) New Palm Vihar S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that erroneous/excessive billing for units recorded during COVID-19 epidemic lock down period has been made. Meter's KVAH reading shown excessively high during the period while kWh reading seemed OK. Further, excessive billing has been done since Oct., 2017 when billing was shifted from kWh to KVAH. He approached the respondent Nigam for rectification but, no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 29.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. Complainant through email and respondent SDO requested for another date. Request allowed.

Proceeding was held on dated 27.01.2021 at Gurugram. Representatives of both complainant as well as respondent SDO were present. Respondent SDO submitted reply vide no. 7061 dated 25.1.2021 stating that complainant had represented to this office that during Covid-19, his premises remained closed but his kVAH portion recorded as 24000. His office requested M&P for checking accuracy of kVAH meter and they vide MT report no. 67/1431 dated 26.9.2020 reported that working of the meter was within permissible limit. Copy was placed on record. Forum directed complainant to provide documentary evidence regarding closure of his premises for the period 23.03.2020 to 4.5.2020 (43 days) and respondent SDO was directed to submit detailed M&P report showing the period of legging/leading of PF during said period.


Proceeding was held on dated 23.02.2021 at Gurugram. Complainant and respondent SDO were present. Complainant provided documentary evidence regarding closure of his premises for the period 23.03.2020 to 4.5.2020 (43 days) due to Covid-19 and the same was handed over to respondent SDO. Forum directed respondent SDO to submit detailed M&P report showing the period of legging/leading of PF during said period and comment upon the documentary evidence provided by the complainant.

Proceedings were held on 10.03.2021. Neither the complainant nor the SDO was present. On request of SDO on telephone, the next date of hearing was granted for submission of reply. Next date of hearing is fixed as 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

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

Present:

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

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

..... Complainant / Petitioner

Vs.

XEN/OPERATION Divn., DHBVN, Manesar.

SDO/OP S/D, DHBVN, Manesar.

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3404 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 23.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of Smt. Jyoti Sharma, B-98, Mayfield Gardens, Sector-50, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Jyoti Sharma, B-98, Mayfield Gardens, Sector-50, Gurugram is a consumer of DHBVN bearing account no. 1777360000 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 bill issued during Oct., 2020 showing units consumed as 5303 KWH for the period 4.7.2020 to 10.09.2020 was wrong. She approached respondent SDO for redress of her grievance, but no action has been taken. She requested Forum to redress her complaint.

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

Proceeding was held on dated 9.2.2021 at Gurugram. Representative of both complainant and respondent SDO were present. Respondent SDO submitted reply vide no. 309 dated 8.2.2021 stating therein that bill of the complainant is accurate and no further action is required. Complainant was not satisfied. Forum directed respondent SDO to submit consumption data of complainant account from Aug., 2019 to date. No coercive action be taken till decision of the case. Part payment be allowed as per Nigam instructions if complainant wishes for the same.


Proceeding was held on dated 23.2.2021 at Gurugram. Representative of both complainant and respondent SDO were present. Respondent SDO submitted reply vide no. 491 dated 22.2.2021 with which enclosed retrieved reading for two months only i.e. 11 & 12/2020. Forum was not satisfied. Forum directed respondent SDO to submit consumption data of complainant account from Aug., 2019 to date.

Proceedings were held on 10.03.2021. The SDO placed on record the retrieved data of the said meter of the last one year which clearly depicted the regular consumption and pattern of use. The complainant requested for some time to study the record so submitted by the SDO and requested for another date to come prepared for arguments. Now to come up for hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3409 / 2021
DATE OF INSTITUTION	01.02.2021
DATES OF HEARING	23.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of Sh. Sumit Chaudhary, H.No. 202, Mohyal Colony, Jharsa, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Sumit Chaudhary, H.No. 202, Mohyal Colony, Jharsa, Gurugram is the consumer of DHBVN bearing account no. 5192311000 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 the meter sr. no. as shown in his account was different from the actual sr. no. of the meter that existed thereby causing wrong billing. 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 23.02.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 23.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 489 dated 22.2.2021 stating that the old meter sr. no. 5106732 was replaced by M/s L&T with final reading 58370. Hence, the bill of the complainant was correct. Copy of screen shot of meter was placed on record. Complainant was not satisfied. Forum directed respondent SDO to get physically verified the meter sr. no. at site and revise bill accordingly. No coercive action be taken till decision of the case.

Proceedings were held on 10.03.2021. SDO was present but the complainant was not present. SDO requested for some more time to resolve the complaint. Next date of hearing is now fixed on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3432 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of Sh. Sanjeev Jain, 95, IDC Mehroli Road, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Sanjeev Jain, 95, IDC Mehroli Road, Gurugram is consumer of DHBVN bearing account no. 2714240000 under SDO (OP) S/Divn., DHBVN, IDC, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that Rs.440185/- have been charged in the bill issued for the month of Feb., 2019. This was due to wrong MF billing during the period 2015 onwards while he had extended the load from 11kV to 49 kW. He approached respondent SDO for redressal 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 23.02.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 23.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply and requested for another date to furnish detailed reply. Request allowed. Forum directed the respondent SDO to submit detailed reply.

Proceedings were held on 10.03.2021. Complainant was not present but the SDO was present. The SDO requested for another date for submission of detailed reply. Next date of hearing is fixed for 25.03.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3433 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of Sh. Saurabh Lalit, H.No.635 Gali No.4, Arjun Nagar, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Saurabh Lalit, H.No.635 Gali No.4, Arjun Nagar, Gurugram is consumer of DHBVN bearing account no. 5348330000 under SDO (OP) S/Divn., DHBVN, IDC, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had bought the said premises in 2017 and the previous owner of premises had cleared all the dues. Now, respondent Nigam has suddenly added Rs.32000/- as sundry charges for the period prior to 2017. He has approached respondent SDO for redressal 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 23.02.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 23.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply but informed that the amount related to the year 2014 and on account of dishonor of cheque towards energy bill. Forum directed the respondent SDO to submit detailed reply in this regard.

Proceedings were held on 10.03.2021. Complainant was not present but the SDO was present. The SDO requested for another date for submission of detailed reply. Next date of hearing is fixed for 25.03.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3434 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of Col. R.K. Sharma, President, RWA Mayfield, B-Block, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Col. R.K. Sharma, President, RWA Mayfield, B-Block, Gurugram is a consumer of DHBVN bearing account no. 6319950000 under SDO (OP) S/Divn., DHBVN, South City, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his meter was replaced in Aug., 2019 and the bill issued for Jan., 2021 was for Rs.142300/- which was abnormally high and wrong. He approached the respondent SDO for redressal 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 23.02.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 23.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply. Forum directed the respondent SDO to trace out old meter and verify actual final reading. Also get retrieved the reading of new meter since date of installation to date and submit detailed reply in this regard.

Proceedings were held on 10.03.2021. Complainant as well as SDO was present. The SDO requested for another date for submission of detailed reply. Next date of hearing is fixed for 25.03.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3199 / 2020
DATE OF INSTITUTION	22.09.2020
DATES OF HEARING	27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021 & 09.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of M/S Wireless Info Service, Plot No. 380, P-1, Kirti Nagar, Gurugram regarding refund of excess payment charged

..... Complainant / Petitioner

Vs.

XEN / OP City Divn., DHBVN, Gurugram.

SDO/OP SUB DIVISION, New Colony, GURUGRAM

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S Wireless Info Service, Plot No.390 P-I, Kirti Nagar, Gurugram is consumer of DHBVN bearing account no. 0483230000, 9383230000, 4420430000, 726263000 & 5109151314 under SDO (OP) S/Divn., DHBVN, New Colony, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for PDCO and requested for raising the final bill and issue of no dues, but no action has been taken so far. He has requested the forum to redress his complaint.

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

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was present but none from respondent SDO was present. Forum directed respondent SDO to effect PDCO as per request of complainant and issue no dues after clearance of all dues and observing usual formalities.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit the reply but the representative of respondent SDO assured compliance within 7 days. Forum directed respondent SDO to comply with as assured. The complainant is also directed to visit the respondent SDO office for site verification, if so required.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 6499 dated 10.12.2020 stating that as per Forum order, complainant was required to depute a representative for site verification but he did not do so. Forum directed the complainant to depute his representative for site verification in coordination with respondent SDO to proceed further.

Proceeding was held on dated 12.1.2021 at Gurugram. Complainant was not present but representative of respondent SDO were present. Both complainant and respondent SDO requested for another date to furnish reply. Request allowed.


Proceeding was held on dated 09.02.2021 at Gurugram. Complainant was not present but representative of respondent SDO were present. Respondent SDO did not submit reply, however, informed that out of five connections, notice for remission of final amount for effecting PDCO has been issued to the firm in two no. cases. Copy placed on record. In 3rd case, PDCO is in process there being no defaulting amount. In rest two no. cases, site has not still been verified by the complainant. Firm representative was requested for location / verification of exact site but no response from complainant side. Forum directed complainant to depute representative in the office of respondent SDO for informing location of site within 7 days and respondent SDO to proceed further to effect PDCO and issue NDC accordingly.

Proceedings were held on 10.03.2021. Both, the SDO as well as Complainant were present. The SDO apprised the Forum that out of 4 nos. disconnection orders, 3 had been issued whereas the 4th one was yet to be got identified by the complainant. The complainant was directed to cooperate with the SDO and get the remaining connection identified. Next date of hearing is now fixed for 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3206 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021, 09.02.2021, 10.03.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH/CGRF/3342/2020
DATE OF INSTITUTION	18.12.2020
DATES OF HEARING	12.01.2021, 09.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of Sh. Lalit Kumar Varshney, B-78, Kendriya Vihar, Sector-56, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Lalit Kumar Vershney, B-78, Kendriya Vihar, Sector-56, Gurugram is consumer of DHBVN bearing account no. 2809950000 under SDO (OP) South City S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bill issued for the month of Oct., 2019 was for Rs.62659/- at the flat rate of Rs.7.10 per unit without slab benefit and government subsidy and also not considering earlier payments made, which was wrong. He approached respondent Nigam but no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 12.01.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted his reply vide no. 59 dated 11.1.2021 stating that meter of the complainant was changed on 8.9.2017 but MCO was updated on 18.09.2019. Hence, wrong bill generated has already been rectified in 3/2020 after adjustment of Rs.50973/- as per earlier CGRF order dated 8.1.2020 in case no. 2765. Copy of rectified bill was placed on record. Hence, no further action is required. Forum directed complainant to attend next date of hearing as last opportunity failing which decision will be taken on merits.


Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit his reply. Complainant was not satisfied with the earlier reply of respondent SDO. Forum directed complainant to visit respondent SDO office for reconciliation of account. Respondent SDO was directed to submit consumption data for last one year of old meter and also up to date in respect of new meter of complainant.

Proceedings were held on 10.03.2021. The reply was not submitted by the SDO but he informed that the record had been scrutinized and was correct. The complainant was asked by the Forum to visit the subdivision same day, if possible, or any other convenient day and to resolve the issue by looking at the details which SDO has in his possession. Now to come up for hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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Case No.	DH/CGRF-3100/2020
Date of Institution:	27.07.2020
Date of Hearing:	28.08.20, 9.9.20, 8.10.20, 27.10.20, 29.12.20, 12.1.21, 09.02.2021, 10.03.2021

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

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

In the matter of complaint of M/s Vodafone Mobiles, Plot No.,.390/P-1, Kirti Nagar, Sector-15, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Not present

For the Respondent None of respondent SDO

INTERIM ORDER

M/s Vodafone Mobiles, Plot No.,390/P-1, Kirti Nagar, Sector-15, Gurugram has been the consumer of DHBVN bearing account no. 6391070000 under SDO (OP) Kadipur S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that in the bill for the month of May, 2020 an amount of Rs.124620/- had been shown as sundry item for the period June, 2019 to Dec., 2019, which was wrong. In spite of constant pursuance with respondent SDO, no action has been taken. They have requested the forum to redress their complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 28.08.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO neither replied nor the representative attending hearing was conversant with the case, which was viewed seriously and it was conveyed to the SDO. Forum directed the respondent SDO to appear himself on the next date along with the detailed reply.

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO replied vide memo.no.1085 dated 7.9.20 stating therein that the premises of the complainant had been checked by M&P team through MT1 No. 67/1399 dated 14.03.2020 and MDI had been found exceeded 12.674x6=74 kW. So, the charging was done by CBO Hisar. Forum observed that MDI of 74 kW (sanctioned load 12 kW) was extra ordinarily high, as such, the Forum directed the respondent SDO to collect the temper data record from M&P team for last one year and submit along with his comments well before next date of hearing.

Proceeding was held on dated 8.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO placed on record billing data report, temper data and TOD data report and snapshot of meter showing MDI 12.674 and the same was handed over to the complainant for his rejoinder. Respondent SDO was also directed to submit complete downloaded consumption data since date of exceeding MDI to date well before next date of hearing.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted details of down loaded data. Arguments will be held on next date on 27.11.2020. Connection may not be disconnection till final decision of the case.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Both requested for another date. Request allowed.

Proceeding was held on dated 12.01.2021 at Gurugram. Both Complainant and respondent SDO were not present. Both telephonically requested for another date to furnish reply. Request allowed. Now to come up on the next date of hearing on 09.02.2021 for arguments.

Proceeding was held on dated 9.2.2021 at Gurugram. Both Complainant and respondent SDO were not present. Both telephonically requested for another date to furnish reply. Request allowed as last opportunity.

Proceeding was held on dated 10.03.2021 at Gurugram. Both Complainant and respondent SDO were present. Both requested for another date to furnish reply. Request allowed as last opportunity. Now to come up on the next date of hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH/CGRF/3349/2020
DATE OF INSTITUTION	28.12.2020
DATES OF HEARING	12.01.2021, 09.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of Sh. Harish Kumar Makhija, 334/7, Behind Grover Sound, Partap Nagar, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Harish Kumar Makhija, 334/7, Behind Grover Sound, Partap Nagar, Gurugram has been the consumer of DHBVN bearing account no. 9393505514 under SDO (OP) IDC S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his old meter was replaced on 5.11.2019 and since the date of installation of new meter, department was raising bills on average basis without taking reading. He approached respondent Nigam for the same 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 12.1.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and respondent SDO were present. Respondent SDO did not submit his reply however, during hearing he assured that grievance of the complainant would be resolved within ten days. Forum directed respondent SDO to ensure that rectified bill to the complainant is delivered within fifteen days. Now, to come on next date of hearing 09.02.2021.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and respondent SDO were present. Respondent SDO did not submit his reply, however, during hearing he assured that grievance of the complainant would be resolved within ten days. Forum directed respondent SDO to ensure that rectified bill to the complainant is delivered within fifteen days.

Proceedings were held on 10.03.2021. The SDO requested for another date for submission of detailed reply and to get the rectified bill delivered in next 15 days. Now, to up for hearing on 08.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3362 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021, 09.02.2021, 10.03.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/s Exotica Condominium Owners Association, Parsavnath Exotica, Gold Course Road, Sector-53, Next to IBIS Hotel, Gurugram has the consumer 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 sanctioned load of 4350 kW at their premises through independent feeder. They requested Forum to redress their complaint as under:

1. Now they have come to know that respondent Nigam has connected some commercial connection 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 well 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 to take up the matter with his senior office and come up with a conclusive reply to all the issues raised in the complaint. Next date of hearing is now fixed for 08.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

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

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

Respondent SDO is directed to get the reply from CE Commercial within next 10 days and to place it on record of the Forum. In the meantime, the SDO is directed not to take any coercive action or disconnection till the final decision in this case. Now, to come up for hearing on 08.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

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

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

Complainant has filed the present complaint stating that he had been receiving wrong bills without reading for long. Also, the bill received during 12/2020 for Rs.564017/- was also 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. Now to come up on the next date of hearing on 08.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3393 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of Smt. Arsita/Saif Zaman, A-657A, Palm Vihar, Sector-2, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Arsita/Saif Zaman, A-657A, Palm Vihar, Sector-2, Gurugram is consumer of DHBVN bearing account no. 5475650000 under SDO (OP) S/Divn., DHBVN, Maruti, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that her meter was replaced twice and the bills were being issued on average basis without reading for quite a long time. She approached respondent SDO for redress of her grievance, but no action has been taken. She requested Forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 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 submitted reply vide no. 250 dated 8.2.2021 stating that complainant's meter was replaced on 29.6.2020. The bill as issued on 10.9.2020 was wrong, as such, sundry of Rs.9503/- was made vide no. 414/58R and sent to CBO for approval vide case ID No. 1089386596 dated 6.2.2021, which was pending. Complainant was not satisfied with the reply of respondent SDO. Forum directed respondent SDO to submit detailed reply along with copy of both MCOs/CA-21/CA-22 and the consumption data of one year of old meter and up to date in respect of new meter, within fifteen days. No coercive action be taken till decision of case.

Proceedings were held on 10.03.2021. The SDO submitted that he would require some more time to get the issue of wrong bill resolved from CBO. The Forum directed the SDO to depute some person specially to Hisar for resolution of the case. Now to come up for hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3396 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of Smt. Temina Rai, S-174, 1st Floor, Uppals Southen, Sohna Road, Sector-49, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Temina Rai, S-174, 1st Floor, Uppals Southen, Sohna Road, Sector-49, Gurugram is consumer of DHBVN bearing account no. 5649560000 under SDO (OP) S/Divn., DHBVN, Sohna Road, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill issued for the month of Oct., 2020 for Rs.65275/- was extremely inflated and not based upon actual reading. She approached respondent SDO for redressal of her grievance, but no action has been taken. She requested Forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 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 submitted reply vide no. 1580 dated 9.2.2021 stating that case ID No. 1158791968 for rectification of bill has been generated and sent to CBO for approval, which was pending. Complainant was not satisfied with the reply of respondent SDO. Forum directed respondent SDO to get actual reading verified and deliver rectified bill to the complainant as per actual reading within fifteen days. No coercive action be taken till decision of case.

Proceedings were held on 10.03.2021. Both, the complainant as well as the SDO were present. The SDO requested for another date to resolve the matter after visiting personally the CBO at Hisar. The next date has now been fixed for 08.04.2021. No coercive action be taken till decision of case.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbn.org.in (e-mail ID:cgrf@dhbn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3403 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021

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

Present:

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

In the matter of complaint of Sh. Giri Raj Gupta, President, RWA, Vatika City Apartment Owners Association, Ground Floor, Jasminium-1 Tower Vatika City, Sector-49, Gurugram regarding extension of load & augmentation of T/F.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Giri Raj Gupta, President, RWA, Vatika City Apartment Owners Association, Ground Floor, Jasminium-1 Tower Vatika City, Sector-49, Gurugram is consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Sohna Road, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent Nigam presently supply load of 2790 KVA out of total sanctioned load of 7641 kVA. As of now, they need 4200 kVA load and additional transformer was required for proper and smooth running of supply. They approached their builder and respondent Nigam. Further, their category of supply was also shown as NDS instead of BLDS. They approached respondent SDO for redressal of their grievance, but no action has been taken. They requested Forum to redress their complaint.

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

Proceeding was held on dated 9.2.2021 at Gurugram. Representative of both complainant and respondent SDO were present. Respondent SDO did not submit reply, however, requested for another date to furnish reply. Request allowed. Forum directed respondent SDO to furnish detailed reply within fifteen days, as assured.

Proceeding was held on dated 10.03.2021 at Gurugram. Representative of both complainant and respondent SDO were present. Respondent SDO did not submit reply, however, requested for another date to furnish reply after taking legal opinion from their lawyers in Delhi. Request was allowed. Forum directed respondent SDO to furnish detailed reply within fifteen days, as assured. Now to come up on the next date of hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3448 / 2021
DATE OF INSTITUTION	19.02.2021
DATES OF HEARING	10.03.2021

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

Present:

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

In the matter of complaint of M/S country wide promoters (P) Ltd. Basai Road
Sector-102 Gurugram regarding refund of security .

..... Complainant / Petitioner

Vs.

XEN/OP City,Division., DHBVN, Gurugram
SDO/OP New Palam Vihar S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S Country Wide Promoters (P) Ltd. Basai Road Sector-102 Gurugram. is consumer of DHBVN under SDO (OP) S/Divn., New Palam Vihar , DHBVN, Gurugram having temporary connection account no 5173170000. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that we have already surrendered the above temporary connection but respondent Nigam has not refunded Rs 11 lakh as deposited by us towards ACD at the time of sanctioned of said temporary connection . 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 10.03.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 10.03.2021 at Gurugram. Complainant and Representative of respondent SDO were present. Respondent SDO submitted his reply vide no 8435 dated 08.03.2021 stating therein that as the complainant has deposited the ACD with SDO OP New Colony, Prior to Functioning of his office as such complainant be asked to peruse with SDO OP S/Divn. New Colony. Forum not satisfied with the reply as such directed respondent SDO to furnish detailed reply within fifteen days. Complainant be also directed to visit the respondent SDO office for Completing usual formalities with 7 days Now to come up on the next date of hearing on 08.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3451 / 2021
DATE OF INSTITUTION	19.02.2021
DATES OF HEARING	10.03.2021

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

Present:

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

In the matter of complaint of Sh. Neelkanth Gupta Flat No.410, A-3 Block savitry Heights-II, VIP Road Zirakpur, Distt. Mohali regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Neelkanth Gupta Flat No.410, A-3 Block savitry Heights-II, VIP Road zirakpur, Distt. Mohali. is consumer of DHBVN under SDO (OP) S/Divn., South city, DHBVN, Gurugram having connection account no .9931484845 The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that my meter was replaced on 24/10/2020 being defective. Bill issued during 12/20 and 02/21 for Rs.95226/- and Rs-98509/- respectively without reading which was abnormally high and 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 10.03.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 10.03.2021 at Gurugram. Complainant was not present but Representative of respondent SDO was present. Respondent SDO submitted his reply vide no 594 dated 08.03.2021 stating therein that meter of the complainant was replaced by L&T Team but MCO not updated. Now, the same has been updated and the case for rectification has been sent to CBO vide case ID number 3089553390 and pending for approval. Forum directed the respondent SDO to overhaul the account of the complainant during defective period by updation of MCO from the actual date of replacement. The complainant is also directed to appear before the Forum on the next date of hearing. Now to come up for hearing on 08.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM**

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

CASE NUMBER	DH / CGRF / 3459 / 2021
DATE OF INSTITUTION	03.03.2021
DATES OF HEARING	10.03.2021

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

Present:

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

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: present.

INTERIM ORDER

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

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

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

Proceedings were held on 10.03.2021 at Gurugram. Complainant as well as the respondent SDO were present..SDO submitted his reply vide 2813/17 dated 09.03.2021 stating that case was under process and it would be sorted out in next 15 days subject to approval by the CBO. Forum directed respondent SDO to get the PDCOs effected and to issue the NOCs after completing all the necessary formalities before the next date of hearing and to submit the compliance. The complainant is also directed to visit the subdivision and to get the respective sites identified for immediate solution of his grievances. Now to come on next date of hearing on 08.04.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
Chairperson