	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3567 / 2021
DATE OF INSTITUTION	08.06.2021
DATES OF HEARING	23.06.2021, 08.07.2021, 22.07.2021, 10.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## INTERIM ORDER

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

Complainant has filed the present complaint stating that they had got the connection disconnected in June 2019 and had requested for refund of their ACD of more than a lakh along with penal interest and a fine of Rs. 10000/- for withholding of due amount for more than 2 years. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 23.06.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any reply and even disputed withholding of any such due amount. SDO was directed to submit detailed reply specifically on the amount of refundable ACD and the reason for not releasing the due amount for more than 2 years now. Now to come up for hearing on 08.07.2021.

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


Proceeding was held on dated 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO had submitted reply vide memo no. 825 dated 06.07.2021 that since the RAPDRP system, after disconnection in 2019, had adjusted the balance payable bill from the security, only the balance amount of Rs. 68000 was refundable whereas the complainant said that they had cleared all the bills before getting the connection disconnected, so the full security was refundable. The Forum observed that

dispute probably arose because the connection had actually been disconnected in June 2019 whereas the M&P disconnected in September 2019 resulting into charging of two months on average basis. The Forum directed the SDO to check up from record and come out with detailed reply in that regard by the next date of hearing. Now to come up for hearing on 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any fresh reply but told that they were trying to verify the actual date of disconnection so that the corrections could be conveyed to the CBO. The Forum directed the SDO to check up from record and come out with detailed reply in that regard by the next date of hearing. Now to come up for hearing on 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3548 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021, 22.07.2021, 10.08.2021

**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. Mahavir Singh, C-181, SF, Block C, Sector 50, Mayfield Garden, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Mahavir Singh, C-181, SF, Block C, Sector 50, Mayfield Garden Gurugram is consumer of DHBVN bearing account no. 3140923913 under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that there seemed to be something abnormal in their bill as the consumption recorded was very high. He wanted to get the corrections made after due verification. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 08.07.2021 at Gurugram for hearing of the case.


Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO did not submit reply but told that the bill was correct and as per reading only. The complainant was offered if he wanted to get the meter working checked from laboratory. The complainant agreed. The Forum directed the SDO to get the meter of complainant checked from M&T laboratory in next one week after completing usual formalities and submit report in the next hearing. Next date has been fixed as 22.07.2021.

Proceedings were held on 22.07.2021. The SDO as well as the complainant were present. The SDO did not submit reply but told that the bill was correct and as per reading only. The complainant was not satisfied. The Forum directed the SDO to place on record the consumption data from November 2018 to November 2019 and then up to date. Also, to get the meter working checked along with details of payments made since November 2019. 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. 590 dated 09.08.2021 and supplied the consumption data and the payment details. The Forum directed the SDO to get the meter working checked up from the laboratory and place its report in the next hearing. 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3600 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	08.07.2021, 22.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3618 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021, 22.07.2021, 10.08.2021

**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 UPTOWN CONDOMINIUM WELFARE ASSOCIATION, Sector 66, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that incorrect demand has been raised in the bills which were not at all warranted. Also, that the SDO office has connected another connection in unauthorized manner thereby causing frequent disruptions of supply. Also, that DHBVN should be restrained from disconnecting the supply till final resolution of the case. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 08.07.2021 at Gurugram for hearing of the case.

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


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

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

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

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (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, 25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021

**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 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.

Proceeding was held on dated 25.03.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply but the same was not in consonance with the queries raised by Forum. This was viewed

seriously. SDO was directed to submit detailed reply specifically on the queries and issues raised in the hearing dated 23.02.2021 i.e. 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. Now to come up for hearing on 27.04.2021.


Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any reply and the data shown during hearing was not relevant. The query raised during last hearing was specifically about the kVAh readings recoded under leading power factor conditions and not simply the consumption data. This was viewed seriously. SDO was directed to submit detailed reply specifically on the queries and issues raised and 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. Now to come up for hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant was present but the SDO was not present. The SDO on phone requested for another date since he had been transferred. Requested was accepted but at the same time was directed to submit detailed reply specifically on the queries and issues raised and 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. Now to come up for hearing on 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant as well as the SDO was present. The SDO was directed to submit detailed reply specifically on the queries and issues raised and 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. Now to come up for hearing on 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3385 / 2021
DATE OF INSTITUTION	11.01.2021
DATES OF HEARING	27.01.2021, 23.02.2021, 10.03.2021, 25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021

**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. Ravinder Kumar, B.E. Office Automation Products Pvt. Ltd.,  
r/o H.No.19 Sector-15 Part-I, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OPERATION Divn., DHBVN, Manesar.

SDO/OP S/D, DHBVN, Manesar.

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

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

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

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

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




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

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

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

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (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, 25.03.2021, 22.07.2021, 10.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of 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

Proceedings were held on 25.03.2021. The SDO submitted reply vide memo no. 366 dated 24.03.2021 but the reply did not include the information required by the Forum. The SDO was directed to submit copy of MCO, Meter reading sheet of the old meter, test report of the laboratory, last two years' reading data of the old meter and up to date meter reading record of the new meter. Now to come up for hearing on 27.04.2021.


Proceedings were held on 23.06.2021. The SDO submitted reply vide memo no. 1361 dated 07.06.2021 but the reply did not include the information required by the Forum. The SDO was directed to submit copy of MCO, Meter reading sheet of the old meter, test report of the laboratory, last two years' reading data of the old meter and up to date meter reading record of the new meter. Now to come up for hearing on 22.07.2021.

Proceedings were held on 22.07.2021. Both the parties were present. The SDO submitted reply vide memo no. 1865 dated 22.07.2021 which included the copy of MCO, Meter reading sheet of the old meter, last two years' reading data of the old meter etc but the laboratory report has not been submitted. Copy of the reply was given to the complainant and was asked to go through it and file his comments, if any, by the next date of hearing so that arguments can be held at length. Now to come up for hearing on 10.08.2021.

Proceedings were held on 10.08.2021. Both the parties were present. Both the parties told that they had nothing more to submit and also nothing else to argue. The Forum decided to announce the order on the next date of hearing. Now to come up for hearing on 10.08.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> )
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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, 25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021

**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 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  $12.674 \times 6 = 74$  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.

Proceedings were held on 25.03.2021. Both, the complainant as well as the SDO were present. Neither of them was in a position to argue the case and requested for another date. Now, to come up for hearing on 27.04.2021.


Proceedings were held on 23.06.2021. Neither the SDO nor the Complainant was present. Now, to come up for hearing on 22.07.2021.

Proceedings were held on 22.07.2021. Both the parties were present. The Forum asked both the parties to go through the record placed in file and come prepared for arguments on the next date of hearing. Now to come up for hearing on 10.08.2021.

Proceedings were held on 10.08.2021. None of the parties were present. Now to come up for hearing on 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.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, 25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021

**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. 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.

Proceedings were held on 25.03.2021. SDO did not submit any reply but submitted that he would require another date to come up with detailed submission. The Forum asked the SDO to submit specific reply as to why the complainants, who were domestic consumers, were being billed on NDS tariff despite the clear instructions in this regard by the Nigam, as claimed by the complainant. The SDO argued that since 2013, the complainants were being billed on NDS tariff after a vigilance checking had been conducted wherein the Commercial load had been found more than stipulated 15% of the total sanctioned load. The Forum directed the SDO to come up with detailed submission along with all the relevant documents so that arguments can take place. Next date was fixed on 27.04.2021.

Proceedings were held on 23.06.2021. SDO did not submit any reply but submitted that he would require another date to come up with detailed submission. The Forum asked the SDO to submit specific reply as to why the complainants, who were domestic consumers, were being billed on NDS tariff despite the clear


instructions in this regard by the Nigam, as claimed by the complainant. The Forum directed the SDO to come up with detailed submission along with all the relevant documents so that arguments can take place on the next date of hearing. Next date was fixed on 22.07.2021.

Proceedings were held on 22.07.2021. SDO did not submit any reply but told that the matter was under discussion at higher level especially in light of the decision of Appellate authority Sh. Rajesh Gupta, a copy of which was placed on record. The complainant argued that why DHBVN was billing the domestic consumers on NDS tariff as it was gross injustice to the residents. Also, that when DHBVN has already en-cashed the Bank Guarantee long back, why the 33 kV transformer has not been installed by the Nigam. The complainant also argued that the cable from the source up to the metering should also be replaced by the Nigam. The Forum observed that billing domestic consumers on NDS tariff was indeed a matter of concern and that too for the last more than 7 years. The Forum asked the SDO to immediately shift the billing of domestic consumers to Domestic tariff or else bring out the reasons for not doing so in writing in next 15 days. Also, if any formality in that regard is to be fulfilled by the residents, let the same be known to the residents. The Forum also asked the SDO to submit in writing the reason for not installing the 33 kV transformer when the Bank Guarantee had already been en-cashed. Also, the SDO was asked to clarify the matter regarding replacement of defective cable and the expenditure thereof. The Forum directed the SDO to come up with detailed submission along with all the relevant documents so that arguments can take place on the next date of hearing. Next date was fixed on 10.08.2021

Proceedings were held on 10.08.2021. SDO submitted reply vide memo no. 595 dated 09.08.2021 and requested for another date for submission of reply. The Forum again observed that billing of domestic consumers on NDS tariff was indeed a matter of concern and that too for the last more than 7 years. Also, the SDO was asked to clarify the matter regarding replacement of defective cable and the expenditure thereof. The Forum directed the SDO to come up with detailed submission along with all the relevant documents so that arguments can take place on the next date of hearing. Next date was fixed on 24.08.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>
	HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)

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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

## **INTERIM ORDER**

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

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

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

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

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


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

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

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

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3565 / 2021
DATE OF INSTITUTION	08.06.2021
DATES OF HEARING	23.06.2021, 22.07.2021, 10.08.2021

**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. Laxmi Devi, 362/4, Ram 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**

Smt. Laxmi Devi, 362/4, Ram Nagar, Gurugram is a consumer of DHBVN bearing account no. 3406530000 under SDO (OP) IDC 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. That when smart meter was installed, the reading of the previous meter was not taken correctly which has resulted in wrong and excessive billing for the last more than 6 months. He approached the respondent Nigam for rectification but, no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 23.06.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 724 dated 23.06.2021 stating that the company L&T had changed the meter and had recorded some reading of the meter they had removed at the time of installation of smart meter. This last reading of the previous meter is a matter of dispute. Also, that his office has requested L&T so many times for providing the documentary evidence of the last reading but it has not been provided as yet. SDO was directed to submit detailed reply along with consumption data of last 3 years prior to the removal of old meter and of the smart meter till date. Also, the screen shot of the removed meter and copy of MCO. Now to come up for hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted consumption data for the last 3 years till date. Arguments would be held on the next date of hearing. Now to come up for hearing on 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO requested for next date for submission of previous meter data and screen shot. Arguments would be held on the next date of hearing. Now to come up for hearing on 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3546 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	23.06.2021, 22.07.2021, 10.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Mr. B K Aggarwal, D-503, Park View I, Sector 48, Sohna Road, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO



## **INTERIM ORDER**

Mr. B K Aggarwal, D-503, Park View I, Sector 48, Sohna Road, Gurugram are consumer of DHBVN bearing account no. 6307831000 under SDO (OP) Sohna Road S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that there are some dues on account of excess ACD got deposited from them at the time of application in 2006 which are due to them as per relevant provisions of HERC regulations but which have not been released to them. That they have been pointing it out to the DHBVN authorities but no action has been taken by the Nigam. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 23.06.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any reply and requested for another date to go through the representation and submit detailed facts of the case. Now to come up for hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide memo no. 432 dated 21.07.2021 stating that he would require some more time to find out the facts as mentioned by the complainant in his complaint. The Forum observed that the difference of ACD of around Rs. 56 lacs has been raised by the complainant on the basis of sales circular D-31/2004 presuming that the ACD must have been taken as per the connected load instead of sanctioned load. The Forum directed the SDO to find out and place on record the details of ACD got deposited at the time of connection by the next date of hearing. The Forum also directed the complainant to furnish proof of having deposited the ACD as per connected load and any other details related to the issue. Now to come up for hearing on 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3519 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 22.07.2021, 10.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that in the lock down period, the bills have been issued to him on average basis but now even after the readings are available, his bills on actual reading basis are not being corrected. He approached the respondent Nigam for rectification but, no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 23.06.2021 at Gurugram for hearing of the case.


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

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

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

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3531 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 22.07.2021, 10.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Col. K K Singh, 737, Sector 23-A, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

Col. K K Singh, 737, Sector 23-A, Gurugram is a consumer of DHBVN bearing account no. 2369393917 under SDO (OP) Maruti S/D, DHBVN, Gurugram under temporary category. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he should be allowed to either extend the load on temporary connection or a regular connection under NDS category should be allowed so that he is not forced to shut down his training facility. He approached the respondent Nigam for rectification but no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 23.06.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 1876 dated 23.06.2021 stating that since the connection had been released under temporary category and the connection had to be disconnected after expiry of 2 years, the further extension could not be allowed. The Forum observed that this was a peculiar situation wherein neither the new connection could be allowed nor the ongoing connection could be allowed to continue further. The Forum observed that the consumer would be at loss if the connection issue was not resolved early. In light of the situation arising out of the order of Hon'ble High Court, the SDO was asked to take a legal opinion on the issue from their Legal cell and submit further by the next date of hearing. Now to come up for hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant was not present but the SDO was present. The SDO was asked to place on record the decision of hon'ble High Court so that arguments can place on the next date. Now to come up for hearing on 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant as well as SDO was present. The SDO was asked to place on record the decision of hon'ble High Court so that arguments can place on the next date along with the legal opinion on the matter. Now to come up for hearing on 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3653 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	22.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3654 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	22.07.2021, 10.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that he had been charged wrongly on account of half margin and MDI which has never been the case. He approached the respondent Nigam for rectification but, no action has been taken. He has requested the forum to redress his complaint.


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

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

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

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3637 / 2021
DATE OF INSTITUTION	23.06.2021
DATES OF HEARING	22.07.2021, 10.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Mr. Sanjiv Sahni, M-3/54, DLF Phase II, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

Mr. Sanjiv Sahni, M-3/54, DLF Phase II, Gurugram is a consumer of DHBVN bearing account no. 8533840000 under SDO (OP) DLF S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he received a bill in September 2020 for an amount of Rs. 167471/- which was totally wrong and without any basis. 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 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any reply but requested for another date. No coercive action be taken till further directions. Now to come up for hearing on 10.08.2021.

Proceeding was held on 10.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide which details were submitted including the consumption data, detail of payments and meter reading of the present meter. The complainant was asked to go through it. The Forum observed that the consumption pattern of the old meter as well as the new meter was same and therefore contention of the complainant was not correct. The Forum still asked the complainant to go through the reply submitted by the complainant and come up with his observations. No coercive action be taken till further directions. Now to come up for hearing on 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3206 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021, 09.02.2021, 10.03.2021, 25.03.2021, 23.06.2021, 08.07.2021, 10.08.2021

**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 Ansal Properties & Sushant Estate, Sector 52,  
Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

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

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

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

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

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

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

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




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

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

Proceedings were held on 10.08.2021 The complainant as well as SDO were present. The complainant again reiterated that he had already submitted all the papers he had showing that the builder / developer had already collected electricity charges from the residents at the time of sale / purchase of the property. The SDO submitted reply vide memo no. 2055 dated 10.08.2021 stating that the amount of Rs. 18 lacs, which the complainant had disputed during last hearing, had been refunded through cheque on 14.06.2016. The complainant said he was not aware and that he would go through his records to come again on the issue. Now to come up for hearing on 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3307 / 2020
DATE OF INSTITUTION	25.11.2020
DATES OF HEARING	10.12.2020, 29.12.2020, 27.01.2021, 23.02.2021, 25.03.2021, 23.06.2021, 08.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3360 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021, 23.02.2021, 25.03.2021, 23.06.2021, 08.07.2021, 10.08.2021

**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. Subhash Chand Arora, M/s Trepri Consultants Pvt. Ltd., H-3/157, 2<sup>nd</sup> Floor, Vikas Puri, New Delhi regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

Proceedings were held on 23.06.2021. Both the parties were present. The SDO apprised that the case for refund on account of MF and excess ACD had been submitted to CBO and was pending approval there. The Forum directed the SDO to


make all necessary corrections within next 15 days. No coercive action should be taken against the complainant till final resolution of the case. Now to come up for hearing on 08.07.2021.

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

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

**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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3144 / 2020
DATE OF INSTITUTION	25.08.2020
DATES OF HEARING	09.09.20, 25.09.20, 27.10.20, 10.11.20, 10.12.20, 12.01.2021, 09.02.2021, 23.02.2021, 25.03.2021, 23.06.2021, 08.07.2021, 10.08.2021

**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 5<sup>th</sup> 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 31<sup>st</sup> 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 5<sup>th</sup> September 2021. Now to come up for hearing on 09.09.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>
	HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)

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

**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. Sudershan Kumar Ahuja, President- New Shivani Cooperative Group Housing Society, Plat No. 51, Sector-56 Gurugram regarding wrong billing  
 ..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

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

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

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

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

Proceedings were held on 23.06.2021. Complainant as well as the SDO were present. Complainant and respondent SDO were present. SDO submitted reply vide memo no. 1352 dated 07.06.2021 stating that billing of complainant had been corrected and no further action was required. Complainant was not satisfied and told that not even a single bill has been delivered correct since 2013. He showed copies of some bills which had errors in the readings and the reading dates. The Forum after observing lot of misunderstanding on part of both the parties directed the respondent SDO to submit consumption data since installation of existing meter up to the date, the payment history and copies of the corrected bills. The complainant was also asked to visit the subdivision the next day and find out if he still had any doubts regarding meter readings on the basis of which the bills had been corrected by the subdivision. No coercive action be taken till disposal of the case. Now to come up for hearing on 08.07.2021.


Proceedings were held on 08.07.2021. Complainant as well as the SDO were present. SDO submitted reply vide memo no. 1754 dated 07.07.2021 annexing all the previous bills apprising that the bills have since been corrected. The complainant

when asked to see the corrected bills, lot of mistakes were found in the bills. Specially w.r.t. the old readings and new readings. The complainant again reiterated that not even a single bill has been issued correctly. The SDO was asked to check up and get the reading data retrieved for the maximum period possible and place on record by the next date of hearing. No coercive action be taken till disposal of the case. Now to come up for hearing on 10.08.2021.

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

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3516 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 08.07.2021, 10.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO



## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that their meter had been replaced in March 2019 and then again in February 2020. When they received the bill in September in 2020 after much of pursuance, they got highly inflated bill of more than 5 lacs which was wrong. Apparently, the meter which remained installed from March 2019 to February 2020 recorded very high consumption and was defective which caused such a highly inflated bill. He approached the respondent Nigam for rectification but, no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 23.06.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide memo no. 1650 dated 07.06.2021 but it was not satisfactory at all. The Subdivision was directed by the Forum to place on record the consumption data of the consumer from 2013 up to the date. Now to come up for hearing on 08.07.2021.

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

Proceeding was held on dated 10.08.2021 at Gurugram. Both the parties were present. The SDO submitted reply vide memo no. 2056 dated 10.08.2021 annexing therewith the copy of ledger from 2016 onwards. The Forum directed SDO to submit the details of all the meters changed since 2016 along with the last readings of the removed meters. Now to come up for next hearing on 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3517 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 08.07.2021, 10.08.2021

**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 SUPREME SYSTEMS, 71, Phase IV, Udyog Vihar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that non energy charges of Rs. 435380/- have been wrongly posted in their bill which was wrong. Also, whatever non-energy charges they had been asked to pay has been paid. They approached the respondent Nigam for rectification and withdrawal of the excess and wrong charges but no action has been taken. They have requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 23.06.2021 at Gurugram for hearing of the case.


Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide letter 1877 dated 23.06.2021 and admitted that the charges levied through sundry charges were actually not chargeable and that the office had written to CBO for withdrawal of the amount of Rs. 435380/-. SDO was directed to supply the correct bill in next 10 days with a confirmation to the Forum. Now to come up for hearing on 08.07.2021.

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

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant and SDO were present. The SDO did not submit reply but told that the charges levied through sundry charges were actually not chargeable and that the office had written to CBO for withdrawal of the amount of Rs. 435380/-. The SDO informed that around Rs. 2,35000/- has been adjusted by the CBO but for refund of balance amount, the matter was being taken up with the CBO. SDO was directed to supply the correct bill in next 15 days with a confirmation to the Forum. Now to come up for hearing on 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3159 / 2020
DATE OF INSTITUTION	03.09.2020
DATES OF HEARING	25.09.2020, 27.10.2020, 01.12.2020, 29.12.2020, 27.01.2021, 23.02.2021, 10.03.2021, 08.04.2021, 08.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3362 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021, 09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021, 10.08.2021

**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

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3391 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3491 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	08.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3537 / 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	08.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3585 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021

**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. Gulshan Rai Gulati, B 1202, Palam Vihar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that since the replacement of smart meter in October 2020, he has been getting bills on average basis. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO did not submit reply. The Forum directed the SDO to get the smart meter MCO updated from the date of actual installation and get the corrected bill delivered within next 15 days. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 2387 dated 10.08.2021 stating that they were pursuing the matter with L&T and that the MCO would be updated in next 7 days. The Forum directed the SDO to ensure that the smart meter MCO gets updated from the date of actual installation and get the corrected bill delivered within next 15 days. 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3595 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021

**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. Deen Dayal, E-91, Block B, Dharam Colony, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint but the contents of complaint are not clear except that he has mentioned it as a case for reconnection. He has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. The SDO was present but the complainant was not present. The SDO was asked to get the details of the case after talking to complainant and submit detailed reply before the next date of hearing. The complainant was also directed to be present on the next date of hearing to explain his grievance. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 2388 dated 10.08.2021 that the amount charged were of theft of energy and that the Forum had no jurisdiction to hear. The complainant disputed the claim of SDO and told that no such theft cases were ever made against him. The SDO was directed to share with the complainant the copies of two LL-1 (Checking reports) so that the complainant can come out with his statement on the issue. The complainant was also directed to submit his statement after going through the LL-1 and argue on the next date. 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3569 / 2021
DATE OF INSTITUTION	01.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3549 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021, 10.08.2021

**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. Ashish Maini, H no. 42, 3<sup>rd</sup> Floor, Rosewood Street, Malibu Towne, Sector 47, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Ashish Maini, H no. 42, 3<sup>rd</sup> Floor, Rosewood Street, Malibu Towne, Sector 47, Gurugram is consumer of DHBVN bearing account no. 3760455289 under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that since the replacement of his meter with smart meter in 2020, he has been getting bills either on average basis or provisional basis. That he has already paid much in excess and still the subdivision was asking him to pay more. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no.355 dated 08.07.2021 stating that since the billing cycle was in initiated stage, his office would not be able to do anything and therefore requested for another date. The Forum directed the SDO to submit detailed reply by the next date of hearing. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 591 dated 10.08.2021 stating that a refund entry of Rs. 7610/- had been sent to CBO which was still pending at their end. The Forum directed the SDO to take up the matter personally with CBO to get the corrections made. 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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3547 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3583 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021

**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. Raj Kumar, JMD Garden, Sector 33, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Raj Kumar, JMD Garden, Sector 33, Gurugram is consumer of DHBVN bearing account no. 3197821000 under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

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


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 08.07.2021 at Gurugram for hearing of the case.

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

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

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3581 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3563 / 2021
DATE OF INSTITUTION	25.05.2021
DATES OF HEARING	08.07.2021, 10.08.2021

**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. Sheela Verma, 343, Sector 10, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that after change of smart meter by L&T, she has been getting bills on average basis and excessive amounts have been charged. She wanted her bills to be corrected. She approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 08.07.2021 at Gurugram for hearing of the case.

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

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

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3619 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3610 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	13.07.2021, 10.08.2021

**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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3582 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	13.07.2021, 10.08.2021

**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 paid 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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3608 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	13.07.2021, 10.08.2021

**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) 1<sup>st</sup> 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.

**(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: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3632 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021

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

Present:

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

In the matter of complaint of Sh. Bijender Garg, 742, Sector 47, Gurugram  
regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP S/U 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. Bijender Garg, 742, Sector 47, Gurugram is consumer of DHBVN bearing account no. 3333539362 under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he received electricity bill for Rs. 36196/- during the month of 03/2021 in respect of the temporary connection which was already disconnected during 12/2019 vide PDCO issued in 11/2019 after clearance of final dues of Rs. 15332/-. Permanent connection was also installed during 09/2019 in the name of his wife Smt. Santosh Garg at the said premises. He also placed on record the detail of permanent connection and the PDCO. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. Complainant and representative of SDO were present. Respondent SDO did not submit the reply, however, ensured that complainant grievance will be resolved and detailed reply would be submitted in the next 15 days. The Forum directed the respondent SDO to comply with and submit the detailed reply as assured. Next date has been fixed 10.08.2021.

Proceedings were held on 10.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 592 dated 09.08.2021 stating that his office was searching for the record of PDCO having been effected, as claimed by the complainant and requested for another date. The Forum observed that when a permanent connection had been released at the same premises, it is obvious that temporary connection must have been removed from the site. But still, keeping in view the request of respondent SDO, the case is listed for next date. Next date has been fixed as 09.09.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**