	<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 / 3603 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	13.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Smt. Preeti Dwivedi, A-140, 1<sup>st</sup> Floor, C Block, Sushant Lok II, Sector 56, Gurugram is consumer of DHBVN bearing account no. 5050580850 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that while for 6 months from November 2020 to June 2021 they were away to their native place, yet they received the bill for 5000 units and requested to investigate whether it was a case of theft of energy case or the wrong billing. Also, that she has been talking to concerned DHBVN officials including the SE but no action has been taken so far. She has requested the forum to redress his complaint.


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

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

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <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 / 3645 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	13.07.2021

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

Present:

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

In the matter of complaint of Sh. Deepak, H No. 1525-P, S/F Sector 46, 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. Deepak, H No. 1525-P, S/F Sector 46, Gurugram is consumer of DHBVN bearing account no. 4975129539 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been getting wrong bill but no one in the subdivision is ready to tell him the reasons of that. He has approached respondent Nigam many times 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. 1801 dated 12.07.2021 stating a half margin had been wrongly charged and that his office had sent the case to CBO for making corrections. But the CBO wrongly adjusted the amount. Now, the corrections have been made and the refund amount will get reflected in the next bill. The SDO was directed to take up the matter personally with CBO and get the corrected bill issued within next 15 days. No coercive action should be taken till final resolution of the case. Next date has been fixed as 10.08.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <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 / 3644 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	13.07.2021

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

Present:

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

In the matter of complaint of Sh. Ashok, G – 26, Near Yadav Cable, Kanhai village, 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. Ashok, G – 26, Near Yadav Cable, Kanhai village, Gurugram is consumer of DHBVN bearing account no. 8845652133 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 excessive amount has been placed in his bill even though he had been regularly paying his bills. Also that he got the bill of 6 months in June 2021 which did not give him slab benefit. 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. 1811 dated 12.07.2021 stating that the amount in question had been put in the complainant's account as per half margin raised by the audit wing and therefore the amount was correct. The Forum did not find the reply satisfactory as it did not contain any detail specific to the issues raised in the complaint. The Forum directed the SDO to place on record copy of half margin, consumption data of the last one year and since the complainant seems to have paid more than the actual bill, no coercive action should be taken till further resolution of the case. Next date has been fixed as 10.08.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <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 / 3648 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	13.07.2021

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

Present:

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

In the matter of complaint of M/S IDEA Cellular, Building no. 10 B, 8<sup>th</sup> Floor, Cyber City, 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**

M/S IDEA Cellular, Building no. 10 B, 8<sup>th</sup> Floor, Cyber City, Gurugram is consumer of DHBVN having a number of connections having different account nos. under 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 they had not been getting correct bills for 10 nos. connections they had under the subdivision. Also, that they do not get bills in time and then the subdivision disconnects the connections without any reason. Also, that it has become a chronicle problem and despite their approaching the Nigam, no action has been taken so far. 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 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 any reply. The SDO was directed to submit detailed reply specifically mentioning the contents of the complaint w.r.t. each of 10 nos. connections and ensure that the bills are corrected as per readings and are not disconnected for no fault of the consumer. Next date has been fixed as 10.08.2021.

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

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

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



	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <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 / 3614 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	13.07.2021

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

Present:

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

In the matter of complaint of Sh. Bharat Jindal, H No. 754 A, Sector 52, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Bharat Jindal, H No. 754 A, Sector 52, Gurugram is consumer of DHBVN bearing account no. 1672141218 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been getting incorrect bills, abnormal amounts put in his bill without any details and dates of reading taken not mentioned in the bills. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.


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

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

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS (Through VC)
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.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <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 / 3584 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	13.07.2021

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

Present:

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

In the matter of complaint of Sh. Nikhil Khetwani, P-2095, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Nikhil Khetwani, P-2095, Gurugram is consumer of DHBVN bearing account no. 9892860000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had two disputes. One related to the period 26.02.2020 to 01.09.2020 and two, the period from 01.03.2021 to 10.05.2021. He has not been billed as per Nigam's sales circulars and disproportionate amounts have been billed without any details of such amounts. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.


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

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

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <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 / 3558 / 2021
DATE OF INSTITUTION	27.04.2021
DATES OF HEARING	13.07.2021

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

Present:

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

In the matter of complaint of Sh. Rajneesh Garg, 1640, Sector 45, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Rajneesh Garg, 1640, Sector 45, Gurugram is consumer of DHBVN bearing account no. 2585550000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that till November 2019, he has been getting correct bills. In December 2019, the meter was changed but the MCO was not updated in time. All through the year 2020, he has been getting wrong bills. In February 2021, the meter was again changed and again the MCO was not updated in time resulting in wrong bills again. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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


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

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

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

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



	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <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 / 3613 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	13.07.2021

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

Present:

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

In the matter of complaint of Sh. Vijay Veer Singh, H. No. 1278, Sector 45, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Vijay Veer Singh, H No. 1278, Sector 45, Gurugram is consumer of DHBVN bearing account no. 5288950000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his meter got burnt on 25.06.2018. The new meter was installed on 11.07.2021 which was updated on 14.09.2021. That the amount which had been charged and duly refunded earlier has again been charged. He approached respondent Nigam for withdrawal of the amount but no action has been taken. He has requested the forum to redress his complaint.


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

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

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <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 / 3575 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	13.07.2021

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

Present:

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

In the matter of complaint of Sh. Umed, Bindapur, Indira Colony, Sector 52, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Umed, Bindapur, Indira Colony, Sector 52, Gurugram is consumer of DHBVN bearing account no. 2142460000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his bills were not as per reading of the meter after change of meter and that unnecessary amount has been charged in bill for which no details have been provided. He approached respondent Nigam for corrections but no action was taken. He has requested the forum to redress his complaint.


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

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

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <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 / 3647 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	13.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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


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

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

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS (Through VC)
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.

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

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

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



	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH MEHTA	MEMBER ACCOUNTS (Through VC)
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.

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

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

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