	<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, 26.08.2021, 17.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

Vs.

XEN/OPERATION Divn., DHBVN, Manesar.  
SDO/OP S/D, DHBVN, Manesar.

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

Complainant filed the present complaint stating that they were residents of Orris 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

Proceedings were held on 26.08.2021. All the parties were present. The SDO submitted copies of all the papers collected from the builder / developer a copy of which was placed on record and a copy of the same was given to the complainant. 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 latest by 10.09.2021 with a copy to complainant and the SDO so that arguments can take place on the next date of hearing. Next hearing will be held on 16.09.2021.

Proceedings were held on 17.09.2021. All the parties except the developer M/S Orris were present. Counsel of M/S Orris informed through phone message that she had not been keeping well and therefore another date may be granted. The Forum observed seriously the delay that has already happened in the case and expected M/S Orris to make submissions without any further delay. The Forum directed M/S Orris to submit detailed reply on the issues latest by 01.10.2021 with a copy to complainant and the SDO so that arguments can start from the next date of hearing. Next hearing will be held on 01.10.2021.

Proceedings were held on 01.10.2021. All the parties were present. Counsel of M/S Orris requested for another date for filing the reply. The Forum viewed seriously the next date demanded by M/S Orris. On insisting upon by the Forum, counsel of Orris explained that electricity rates being charged were Rs. 5.60/- as per tariff order only and not more than that. But the Forum reminded the counsel that it should be


placed on record whether the common services electricity was being registered separately or not. Also, to place on record as to how many common area meters were working. The counsel for complainant objected to the claims of the counsel of M/S Orris. The Forum directed M/S Orris to submit detailed reply on the issues latest by 10.10.2021 with a copy to complainant and the SDO so that arguments can start from the next date of hearing. Next hearing will be held on 14.10.2021.

Proceedings were held on 14.10.2021. All the parties were present. The counsel for M/S Orris submitted details of bills received from DHBVN and the bills they issue to the residents of different residential towers. The submission included the sample billing documents for the last one year. The counsel for complainant argued that still the common area electricity was not being billed according to actual consumption. He also argued as to from where the premises of M/S Orris i.e. their offices were being booked. The counsel for M/S Orris submitted that the papers they had just submitted included all details including the answers to the opposite side counsel. The Forum directed the counsel for M/S Orris to handover copies of their submissions and sample billing documents to the complainant also and directed the complainant to file their submissions by the next date of hearing. Next hearing will be held on 08.11.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3519 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
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.

Proceeding was held on dated 26.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The Forum again 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 16.09.2021.

Proceeding was held on dated 16.09.2021 at Gurugram. Complainant and representative of respondent SDO were present. The Forum again directed the SDO to check up from records and from the snap shots of the removed meter as placed on record by the complainant and verify as to whether the meter had been removed on OK basis or on defective status. SDO requested for another date for making further submissions. Now to come up for hearing on 01.10.2021.

Proceeding was held on dated 01.10.2021 at Gurugram. Complainant and representative of respondent SDO were present. The complainant again placed on record the snapshot of the removed meter which clearly shows the last reading at the time of its removal. The SDO said that he would have to get it verified from L&T and another date should be given. Now to come up for hearing on 14.10.2021.


Proceeding was held on dated 14.10.2021 at Gurugram. Complainant and representative of respondent SDO were present. The complainant again placed on record the snapshot of the removed meter which clearly shows the last reading at the time of its removal. The SDO apprised that he had yet to get it verified from L&T and another date should be given. Now to come up for hearing on 25.10.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
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 / 3654 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	22.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
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.

Proceeding was held on dated 26.08.2021 at Gurugram. Complainant was not present but representative of respondent SDO was present. The SDO did not submit any fresh reply but reiterated that the reply submitted vide memo no. 5975 dated 10.08.2021 was correct. The Forum advised the complainant to be present on the next date of hearing so that arguments can take place. Next hearing date is 16.09.2021.

Proceeding was held on dated 16.09.2021 at Gurugram. Complainant as well as representative of respondent SDO was present. The SDO did not submit any fresh reply but reiterated that the reply submitted vide memo no. 5975 dated 10.08.2021 was correct. The Forum directed the SDO to place on record the complete consumption data and specifically the increase in MDI for the first time and then on subsequent occasions. Next hearing date is 01.10.2021.

Proceeding was held on dated 01.10.2021 at Gurugram. Complainant as well as representative of respondent SDO was present. The SDO did not submit any fresh reply but reiterated that the reply submitted vide memo no. 5975


dated 10.08.2021 was correct. The Forum viewed seriously the casual approach of the SDO and directed him to place on record the complete consumption data and specifically the increase in MDI for the first time and then on subsequent occasions. Next hearing date is 14.10.2021.

Proceeding was held on dated 14.10.2021 at Gurugram. Complainant was not present but the SDO was present. The SDO did not submit any fresh reply but reiterated that the reply submitted vide memo no. 5975 dated 10.08.2021 was correct. The Forum directed the complainant to be present on the next date of hearing for arguments. Next hearing date is 08.112021.

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

**(PRADEEP LOHAN)**  
**Member Accounts**

**(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, 26.08.2021, 16.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Sudershan Kumar Ahuja, President- New Shivani Cooperative Group Housing Society, Plat No. 51, Sector-56 Gurugram regarding wrong billing  
..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

08.07.2021.

Proceedings were held on 08.07.2021. Complainant as well as the SDO were present. SDO submitted reply vide memo no. 1754 dated 07.07.2021 annexing all the previous bills apprising that the bills have since been corrected. The complainant when asked to see the corrected bills, lot of mistakes were found in the bills. Specially w.r.t. the old readings and new readings. The complainant again reiterated that not even a single bill has been issued correctly. The SDO was asked to check up and get the reading data retrieved for the maximum period possible and place on record by the next date of hearing. No coercive action be taken till disposal of the case. Now to come up for hearing on 10.08.2021.

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.

Proceedings were held on 26.08.2021. Complainant as well as the SDO were present. The SDO did not submit any fresh reply. The complainant came up with a detailed comparison showing the actual bills raised by Nigam and the detail of readings downloaded from the system provided to him during last hearing. Copy of this comparison was given to the SDO. The Forum directed the SDO to check up the comparison sheet and submit his detailed reply by the next date of hearing explaining the reasons for this difference. No coercive action be taken till disposal of the case. Now to come up for hearing on 16.09.2021.

Proceedings were held on 16.09.2021. Complainant as well as the SDO were present. The complainant came up with a detailed comparison showing the actual bills raised by Nigam and the detail of readings downloaded from the system provided to him during last hearing. Copy of this comparison was given to the SDO. The Forum observed that the downloaded data of the meter was an authentic data and could be relied upon. The Forum also observed that the only solution to the problem was to regenerate the bills on basis of downloaded data and find out the difference between the payable and the paid. The SDO

was directed to place on record the bills so regenerated on the next date of hearing. No coercive action be taken till disposal of the case. Now to come up for hearing on 01.10..2021.


Proceedings were held on 01.10.2021. Complainant as well as the SDO were present. The SDO submitted reply vide memo no. 119 dated 30.09.2021 annexing thereby the total nos. of bills regenerated on the basis of downloaded readings and explained that there was no difference in the bills already issued and the bills now regenerated. Copy of the reply was also given to the complainant. But the complainant on scrutiny of SDO's reply apprised that there was still a difference of around Rs. 10 lacs between the bills they have paid and the sum total of regenerated bills. The SDO and complainant were again directed to reconcile the figures and come out with the conclusion on the next date of hearing. No coercive action be taken till disposal of the case. Now to come up for hearing on 14.10.2021.

Proceedings were held on 14.10.2021. Complainant as well as the SDO were present. The SDO had submitted reply vide memo no. 119 dated 30.09.2021 annexing thereby the total nos. of bills regenerated on the basis of downloaded readings and explained that there was no difference in the bills already issued and the bills now regenerated. Copy of the reply was also given to the complainant. But the complainant on scrutiny of SDO's reply apprised that there was still a difference of around Rs. 10 lacs between the bills they had paid and the sum total of regenerated bills. The complainant disputed the meter itself stating that the meter replaced in 2019 which remained installed up to October 2021 itself was defective from day one and that they had been made to pay higher for almost two years. The Forum observed that the data placed on record did not indicate any abnormality in the consumption pattern except for in the month of July 2021. To reach any conclusion, the Forum directed the SDO to put up consumption pattern and billing for the two periods separately. One, for the period April 2019 to August 2019 and then from September 2019 up to October 2021. No coercive action be taken till disposal of the case. Now to come up for hearing on 08.11.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
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 / 3687 / 2021
DATE OF INSTITUTION	03.08.2021
DATES OF HEARING	26.08.2021, 17.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Bhagwanti, House no. 1802, Sector 4, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

Smt. Bhagwanti, House no. 1802, Sector 4, Gurugram is consumer of DHBVN bearing account number 6533230000 under SDO (OP) S/Divn., DHBVN, New Colony, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that after installation of smart meter by the department, he had been paying the bills as per messages received from time to time. From March 2021, the messages stopped coming. She approached the subdivision but it was of no help. Then in June 2021, she got a bill of more than Rs. 1,20,000/- which was totally wrong. After a lot of pursuance, she could gather from JE that the reading of her meter had got interchanged with some other meter and that he would verify the actual reading. But even after verification of the actual reading by the JE, no corrections have been made and that she is being forced by the subdivision to deposit the full amount of more than Rs. 1,20,000/-. 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 24.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but said that he would get the matter investigated from the records and would get the corrected bill issued after taking up the matter with CBO. The Forum directed the SDO to take up the matter personally with CBO and get the issue resolved by the next date of hearing. No coercive action should be taken till final disposal of the case. Next date has been fixed as 16.09.2021.

Proceedings were held on 17.09.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but said that he would get the matter investigated from the records and would get the corrected bill issued after taking up the matter with CBO. The Forum observed that SDO had not made any effort to resolve the issue despite clear verification by the area JE in-charge. The Forum directed SDO to take up the matter personally with CBO and get the issue resolved by the next date of hearing. No coercive action should be taken till final disposal of the case. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 7922 dated 01.10.2021 that the necessary corrections have been made in the record and


that the case for correction of bill has been sent to CBO where it was pending for approval. The Forum directed SDO to take up the matter personally with CBO and get the issue resolved by the next date of hearing. No coercive action should be taken till final disposal of the case. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The SDO was not present but the complainant was present. The SDO apprised on phone that the meter of the complainant had gone defective and therefore the bill correction could not be made. The forum observed that the subdivision has not been making any effort to redress the grievance of the complainant which tantamount to harassment to the complainant. The Forum directed SDO to appear personally before the Forum to explain the conduct of the subdivision and his staff in redressal of the grievance of the complainant. Next date has been fixed as 25.10.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
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 / 3699 / 2021
DATE OF INSTITUTION	24.08.2021
DATES OF HEARING	26.08.2021, 17.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Aviral Batra, Villa no. MD-47, ELDECO Mansions, Sector 48, Sohna Road, Gurugram regarding wrong charging of tariff by the RWA

..... 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. Aviral Batra, Villa no. MD-47, ELDECO Mansions, Sector 48, Sohna Road, Gurugram is not a direct consumer of DHBVN but is a consumer of ELDECO Mansions to which DHBVN supplies electricity at single point and the RWA raises the monthly bills to its residents. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bill he is given by the RWA every month is not the electricity consumption bill but it includes so many other charges, maintenance charges. Also that the tariff charged from him against his electricity consumption is more than the tariff order approved by HERC. He has complained that the RWA is not following the Single Point Supply Regulation of HERC and is thus violating law. That he should be given the electricity bill separately exclusive of any other charges / levies etc. He approached respondent Nigam but no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but told that since the matter was between the complainant and the RWA, the RWA should also be made a party to explain the position. The Forum directed SDO to issue a notice to the RWA attaching the copy of complaint and to ask for their reply before the next date of hearing. The Forum clarified to the SDO that under the Regulations, it was responsibility of the Nigam to ensure the compliance of the provisions of the said Regulations. Next date has been fixed as 16.09.2021.

Proceedings were held on 17.09.2021. The SDO, the complainant and representative of RWA was present. The counsel appearing for RWA submitted reply to the issues raised in the complaint. Copy of the reply was given to the complainant. All the parties were directed to come prepared for arguments on the next date of hearing. Next date has been fixed as 01.10.2021.


Proceedings were held on 01.10.2021. The SDO and representative of RWA was present. The complainant was available through phone call. The complainant was asked to submit his version of facts on the reply submitted by the respondent RWA the copy of which had been sent to him through e-mail. All the parties were directed to come prepared for arguments on the next date of hearing. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The SDO, the complainant and representative of RWA was present. All the parties were directed to come prepared for arguments on the next date of hearing. Next date has been fixed as 25.10.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3658 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	20.08.2021, 16.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Jaimini, South City I RWA regarding 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. Jaimini from the South City I RWA, Gurugram is one of the consumers of DHBVN under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint on behalf of the residents of South City I RWA mentioning in her detailed petition the hardships they have been facing due to non-taking over of the electricity distribution system by DHBVN and non-maintenance of the system by the builder / developer M/S UNITECH. The petition cites the difficulties faced by the residents and the issues which require redressal either by DHBVN or by the developer. She has requested the forum to redress the grievances of a large nos. of residents.

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

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO did not submit any reply. The Forum observed that the issues raised in the petition of serious directly affecting the electricity supply and restoration specially in case of faults / breakdowns. The Forum also observed that the developer should also be made a party in this case in order to explain his position and the reasons for not maintaining the system. The Forum directed the SDO to send a copy of the petition to the builder / developer M/S Unitech Ltd. and issue them a notice to appear on the next date of hearing along with detailed para wise reply. The SDO also to submit a para wise reply stating the reasons for not taking over the system and the amount of inadequacy against the developer, overall as well as specifically against South City I. Next date has been fixed as 16.09.2021.

Proceedings were held on 16.09.2021. No one appeared on behalf of the developer M/S Unitech. The SDO was asked to issue them a written notice for appearing on behalf of the developer on the next date of hearing. Next date of hearing is fixed for 01.10.2021.

Proceedings were held on 01.10.2021. No one appeared on behalf of the developer M/S Unitech. The SDO was again asked to issue them a written notice for submitting detailed reply and appearing on behalf of the developer on the next date of hearing so that arguments can start. Next date of hearing is fixed for 14.10.2021.

Proceedings were held on 14.10.2021. All the parties including the


counsel for M/S UNITECH were present. The counsel for M/S UNITECH submitted reply to the issues raised in the complaint but the subdivision did not submit any reply. The SDO was again asked to submit detailed reply within next 3 days with copy to complainant and the counsel for M/S Unitech. Next date of hearing is fixed for 25.10.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3617 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021, 20.08.2021, 17.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S V Care Tech. SCO 34, Sector 14, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

M/S V Care Tech. SCO 34, Sector 14, Gurugram is consumer of DHBVN bearing account no. 7796070000 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have been getting excessive bills on the basis that their MDI had exceeded in 2017. But this MDI was actually not recorded which as per SDO had been confirmed by the SDO also. But the amount has not so far been taken out of the account and also, the connection has been disconnected on non-payment of this disputed amount. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO did not submit reply but assured to get the matter looked into. The Forum directed the SDO to place on record the M&P checking reports, before and after the month of dispute in 2017. Also, to place on record the consumption data of 3 years prior to the month of dispute and after that up to the disconnection. Next date has been fixed as 10.08.2021.

Proceedings were held on 20.08.2021. The SDO as well as the complainant were present. The SDO did not submit reply but assured to get the matter looked into. The Forum directed the SDO to place on record the M&P checking reports, before and after the month of dispute in 2017. Also, to place on record the consumption data of 3 years prior to the month of dispute and after that up to the disconnection. Next date has been fixed as 16.09.2021.

Proceedings were held on 16.09.2021. The SDO as well as the complainant were present. The SDO did not submit reply but assured to get the matter looked into. The Forum again directed the SDO to place on record the M&P checking reports, before and after the month of dispute in 2017. Also, to place on record the consumption data of 3 years prior to the month of dispute and after that up to the disconnection. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 2913 dated 30.09.2021 stating the details of amount charged. The Forum observed that it was a case of charging of penalty against exceeded MDI from 29.12.2016 to


30.05.2017. The Forum observed that SDO should place on record the M&P checking reports, before and after the month of dispute in 2017. Also, to place on record the consumption data of 3 years prior to the month of dispute and after that up to the disconnection. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The SDO as well as the complainant were present. The SDO had submitted reply vide memo no. 2913 dated 30.09.2021 stating the details of amount charged. The Forum observed that it was a case of charging of penalty against exceeded MDI from 29.12.2016 to 30.05.2017. The SDO submitted the consumption data for the last 3 years which has lot of discrepancies including ZERO MDI for many months. The Forum again directed the SDO to place on record the M&P checking reports, before and after the month of dispute in 2017. Also, to explain the reasons for ZERO MDI as figuring in the consumption data. Next date has been fixed as 25.10.2021.

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

**(PRADEEP LOHAN)**  
**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, 20.08.2021, 09.09.2021, 16.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

fixed as 16.09.2021

Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2428 dated 16.09.2021 annexing thereby the comparison sheet of the two charging. The Forum observed that the complainant has already paid more than what it could have been had the category been the NDS category. The Forum also observed that Nigam did not suffer any loss in this case. But before deciding the matter, the Forum directed the SDO to place on record any sales circular in this regard which says that no penalty should be charged if the payment made is already more than what it could have been charged in the other category. Next date of hearing is 01.10.2021.


Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply but requested for another date to place the relevant circular on record by the next date of hearing. Next date of hearing is 14.10.2021.

Proceedings were held on 14.10.2021. The complainant was not present but the SDO was present. The SDO was again directed to place on record the relevant circular which supports the submissions made by the subdivision. Next date of hearing is 25.10.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3729 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	16.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Piroti, Kanhai village, Gurugram regarding issue of wrong bill

..... 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. Piroti, village Kanhai, Gurugram is consumer of DHBVN with account no. 0959170000 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. 374613/- has been charged in her account for no reason. She had been trying to get the details of this charging but no details have been provided. 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 16.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2429 dated 16.09.2021 stating that the amount charged was against a half margin charged on basis of burnt meter. Forum directed SDO to place on record all the relevant papers on the next date of hearing. Next date of hearing is fixed for 01.10.2021. In the meanwhile, no coercive action be taken against the complainant.

Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply. The Forum again directed SDO to place on record all the relevant papers on the next date of hearing including the details of charging 374613/-. Next date of hearing is fixed for 14.10.2021. In the meanwhile, no coercive action be taken against the complainant.


Proceedings were held on 14.10.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 209 dated 14.10.2021 annexing the consumption pattern. The Forum observed that other relevant record has not been placed on record viz.a.viz. the basis of Half Margin as relied upon by the audit party, the reason for accepting the half margin by the subdivision and the reply, if any, given by the subdivision. Next date of hearing is fixed for 25.10.2021. In the meanwhile, no coercive action be taken against the complainant.

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

**(PRADEEP LOHAN)**  
**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 / 3726 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	16.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Mamta Sharma, House no. 311, Moti Vihar,  
 Silokhra, Gurugram regarding issue of wrong bill

..... 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. Mamta Sharma, House no. 311, Moti Vihar, Silokhra, Gurugram is consumer of DHBVN with account no. 9028377457 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 against theft of electricity has been put in her bill whereas no theft case has ever been made against her. She had been trying to get the details of theft case which the Nigam claims to have been made out against her but no details have been provided. 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 16.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO requested for another date for submission of detailed reply in that regard. The Forum directed SDO to place on record the copy of LL-1, the notice served at that time and any other relevant record pertaining to the issue raised in the complaint with a copy to the complainant. Next date of hearing is fixed for 01.10.2021. In the meanwhile, no coercive action be taken against the complainant.


Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO requested for another date for submission of detailed reply in that regard. The Forum again directed SDO to place on record the copy of LL-1, the notice served at that time and any other relevant record pertaining to the issue raised in the complaint with a copy to the complainant. Next date of hearing is fixed for 14.10.2021. In the meanwhile, no coercive action be taken against the complainant.

Proceedings were held on 14.10.2021. The complainant was not present but the SDO was present. The SDO vide memo no. 216 dated 14.10.2021 placed on record the copies of theft record which showed the theft case having been made against the complainant. The Forum directed the subdivision to place on record any other relevant document in that regard and also directed the complainant to collect a copy of the record from subdivision and come up with her statement on the next date of hearing. Next date of hearing is fixed for 25.10.2021. In the meanwhile, no coercive action be taken against the complainant

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
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 / 3727 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	16.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Mr. Nikhil Relan, House no. 1276, Sector 15, Part II, Gurugram regarding non release of connection

..... 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**

Mr. Nikhil Relan, House no. 1276, Sector 15, Part II, Gurugram is non-consumer of DHBVN who has applied for a new connection under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that against his application for a new meter, the connection had been released but the same was removed for no reason. That it was his legitimate right to get the connection on demand. He has also not been explained by the subdivision as to what grounds the installed meter has been removed. 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 16.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO requested for another date for submission of detailed reply in that regard. Next date of hearing is fixed for 01.10.2021.


Proceedings were held on 01.10.2021. The complainant was present through phone call whereas the SDO was present. The SDO submitted that the application had been cancelled in the system and therefore the complainant may apply again for the new connection. The Forum observed that on the basis of submissions made by the SDO, there was no issue in allowing a new connection in the name of complainant and directed the complainant to apply again. Next date of hearing is fixed for 14.10.2021.

Proceedings were held on 14.10.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2199 dated 14.10.2021 stating that claim of the complainant for a new connection was wrong and that the documents submitted for new connection were not proper. The Forum directed the SDO to place on record the reasons for denying the new connection including the relevant sales circular which prohibits a new connection for a separate floor. The complainant was also directed to place on record the document on the basis of which he was claiming release of a new connection. Next date of hearing is fixed for 25.10.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
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 / 3649 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	20.08.2021, 09.09.2021, 24.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

Proceedings were held on 24.09.2021. The complainant was present through Video Call and the SDO was present during the hearing. The SDO did not submit any reply but told that the service cable had been replaced and that a check meter would be got installed to verify correctness of the meter. The Forum directed the SDO to submit meter accuracy report before the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The complainant was present through Video Call and the SDO was present during the hearing. The SDO did


not submit any reply but told that the service cable had been replaced and that a check meter would be got installed to verify correctness of the meter. The Forum directed the SDO to submit meter accuracy report before the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The complainant as well as the SDO was present during the hearing. The SDO submitted reply vide memo no. 2198 dated 14.10.2021 stating that since the meter had a defective display, there was no use of getting a check meter installed. The Forum directed the SDO to get the meter replaced with a new one within 3 days with a compliance report to the Forum. Next date has been fixed as 25.10.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3640 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 09.09.2021, 24.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

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

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

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

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

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

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2036 dated 24.09.2021 stating that case for refund of due amount had been sent to CBO and was pending approval. No coercive action be taken till final resolution of the case. Next date has been fixed as 01.10.2021.


Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh but stated that case for refund of due amount had been sent to CBO and was pending approval. No coercive action be taken till final resolution of the case. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply but submitted that case for refund of due amount had been sent to CBO and was pending approval. No coercive action be taken till final resolution of the case. Next date has been fixed as 25.10.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3391 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

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

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

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

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

Proceedings were held on 24.09.2021. Complainant was not present but the SDO was present. The Forum decided to give another date to complainant to put forth his set of arguments. Now to come up for arguments on the next date of hearing on 01.10.2021.


Proceedings were held on 01.10.2021. Complainant as well as SDO was present. The complainant disclosed that his adjacent meter was also in the name of Rakesh which had caused all confusion. The Forum directed the SDO to verify the facts by visiting at site and from the billing records and come up with all details by the next date of hearing. Now to come up for arguments on the next date of hearing on 14.10.2021.

Proceedings were held on 14.10.2021. Complainant was not present but the SDO was present. The SDO apprised that the complainant's claim on the last date of hearing that his adjacent meter was also in the name of Rakesh which had caused all confusion, was got verified and not found correct. Also, that the verification has also been told to the complainant. The Forum directed the complainant to be present on the next date of hearing to submit his version on the status. Now to come up for hearing on 08.11.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3703 / 2021
DATE OF INSTITUTION	24.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 916 dated 24.09.2021 annexing thereby the consumption data of the last 5 years. Copy of the reply was given to the complainant. The complainant submitted that meter had been removed on a particular reading and there was no question of retrieval of reading and also that the charging for defective period should be done on average basis. The SDO was directed to submit complete details of the case and the payment details. No coercive action should be taken till further orders by the Forum. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply. The complainant again submitted that meter had been removed on a particular reading and there was no question of retrieval of reading and also that the charging for


defective period should be done on average basis. The SDO was again directed to submit complete details of the case and the payment details. No coercive action should be taken till further orders by the Forum. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The complainant as well as the SDO was present. The complainant again submitted that meter had been removed on a particular reading and there was no question of retrieval of reading and also that the charging for defective period should be done on average basis. The Forum observed that the case was based upon the retrieval of reading which was disputed by the complainant. The Forum directed the SDO to personally visit the M&T lab to verify the facts and to place on record any other relevant facts which come to his notice. The SDO requested for another date so that he could verify the lab records. No coercive action should be taken till further orders by the Forum. Next date has been fixed as 08.11.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3689 / 2021
DATE OF INSTITUTION	03.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021, 01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

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

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

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

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

Proceedings were held on 24.09.2021. The SDO did not submit reply and requested for another suitable date. Next date has been fixed as 01.10.2021.


Proceedings were held on 01.10.2021. The SDO did not submit reply and requested for another suitable date. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. Neither the SDO nor the complainant was present. The Forum directed both the parties to be present on the next date of hearing. Next date has been fixed as 08.11.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3751 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Chanderkala, A-1 / 98, Sushant Lok II, Gurugram  
regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Smt. Chanderkala, A-1 / 98, Sushant Lok II, Gurugram is a consumer of DHBVN bearing account no. 8143850000 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 due to wrong entry of meter reading, the bill issued to him is wrong. She approached respondent Nigam but no action was taken. She has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 01.10.2021 at Gurugram for hearing of the case.


Proceedings were held on 01.10.2021. The SDO was present but the complainant was not present. The SDO requested for another date for submission of reply. Now to come up for hearing on 14.10.2021.

Proceedings were held on 14.10.2021. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 203 dated 14.10.2021 stating that a refund case for Rs. 38049/- had been sent to CBO for approval but the complainant said that his actual refund amount should have been around Rs. 43000/-. The Forum asked both parties to reconcile the refund amount and make submissions on the next date of hearing. Now to come up for hearing on 25.10.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3747 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Parinav Sachdeva, House no. 68, Sector 14, Rohtak  
(property in Gurugram is Green Wood City, Sector 45, Gurugram) regarding wrong billing  
..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Parinav Sachdeva, House no. 68, Sector 14, Rohtak (property in Gurugram is Green Wood City, Sector 45, Gurugram) is a consumer of DHBVN bearing account no. 9586170000 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. 240203/- has been wrongly charges into his account and on enquiry he was told that this amount has been charged due to a half margin raised by the audit wing. Also that he has not understood yet as to on what grounds the amount has been levied. He approached respondent Nigam but no action was taken. She has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 01.10.2021 at Gurugram for hearing of the case.


Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO requested for another date for submission of detailed reply. The complainant submitted some papers in support of his argument which were also given to the SDO for reference. Now to come up for hearing on 14.10.2021. No coercive action be taken till further direction from the Forum.

Proceedings were held on 14.10.2021. The SDO as well as the complainant was present. The Forum observed that neither the complainant nor the subdivision had placed on record relevant record and proof in support of their claims which could help the Forum in making a decision. The SDO as well as the complainant submitted that complete record would be submitted within next week so that a detailed argument can take place on the next date of hearing. SDO requested for another date for submission of detailed reply. Now to come up for hearing on 25.10.2021. No coercive action be taken till further direction from the Forum.

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

**(PRADEEP LOHAN)**  
**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 / 3759 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. IQBAL, Saraswati Vihar, Gurugram regarding wrong billing  
..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. IQBAL, Saraswati Vihar, Gurugram is a consumer of DHBVN bearing account no. 6234740000 under DLF subdivision. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that an amount of Rs. 159601/- has been added in his bill of May 2021 without any reason despite the fact that he had paid all his dues up to March 2021. He approached respondent Nigam but no action was taken. She has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 01.10.2021 at Gurugram for hearing of the case.


Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 6315 dated 01.10.2021 stating that after his meter had been replaced with new one, the reading retrieved from his old meter only has been billed. But this was disputed by the complainant. The Forum directed the SDO to submit a detailed reply by the next date citing reasons for such a big difference in the last reading recorded and the retrieved reading. Now to come up for hearing on 14.10.2021.

Proceedings were held on 14.10.2021. The SDO as well as the complainant was present. The SDO did not submit any fresh reply. The Forum again directed the SDO to submit a detailed reply by the next date citing reasons for such a big difference in the last reading recorded and the retrieved reading. Now to come up for hearing on 25.10.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
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 / 3752 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Hari Chand, Kattawar, 310/3, Prem Nagar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

Sh. Hari Chand, Kattawar, 310/3, Prem Nagar, Gurugram is a consumer of DHBVN bearing account no. 9962960000 under Maruti subdivision. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he received a bill on 12.08.2021 wherein an amount of Rs. 147613/- has been shown as outstanding amount. On enquiry he was told by the subdivision that when his meter was replaced by L&T company in June 2021, it was not updated in the system and therefore the erroneous bill has got generated. 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 01.10.2021 at Gurugram for hearing of the case.


Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 3914 dated 30.09.2021 stating that his office was trying to get the meter updated and get the record verified from L&T and that he would require another date for submission of reply. The Forum directed the SDO to submit a detailed reply by the next date. No coercive action be taken till further orders by the Forum. Next to come up for hearing on 14.10.2021.

Proceedings were held on 14.10.2021. The SDO as well as the complainant was present. The SDO did not submit any fresh reply but apprised that his office was trying to get the meter updated and get the record verified from L&T and that he would require another date for submission of reply. The Forum directed the SDO to submit a detailed reply by the next date. No coercive action be taken till further orders by the Forum. Next to come up for hearing on 08.11.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3730 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	01.10.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Surender Dua, village Saidpur, Taoru Gurugram regarding wrong theft case and non-release of tune well connection  
..... Complainant / Petitioner

Vs.

XEN / OP Sohna Divn., DHBVN, Gurugram  
SDO/OP Taoru, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Surender Dua, r/o village Saidpur, Taoru (District Nuh) is a non-consumer Taoru subdivision. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had applied for a tube well connection on dated 29.10.2018 and deposited all the dues as demanded by the department including the photos of motor etc. Again, as directed by the Nigam, he deposited the cost of motor and other material as per estimate and yet the connection was not released. On one pretext or the other, his connection was not released. That around one month back, the staff of department came to connect his connection but without any meter and that too from a transformer which was already lying burnt. Suddenly, when he was not available at his premises, he was informed on phone that a theft of electricity had been made out against him. Even though he had not done any theft, yet to get the connection he deposited whatever penalty amount was asked for. Now, when all the dues have been paid, the connection has not yet been released,. He has been approaching respondent Nigam but no action has been taken so far. He has requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. Representative of SDO as well as the complainant was present. The representative of SDO submitted some papers before the Forum which were not sufficient for the Forum to arrive at any conclusion. The Forum viewed it very seriously and directed the XEN Sohna to direct his SDO to submit complete details of the case and appear in person on the next date of hearing. Next date of hearing is 08.11.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
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 / 3615 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	08.07.2021, 20.08.2021, 09.09.2021, 24.09.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that he wrongly paid the bill in UHBVN which should be got transferred to his account in DHBVN. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

Proceedings were held on 08.07.2021. The SDO was present but the complainant was not present. The SDO did not submit reply and told that the matter would be looked into after getting details of case from the complainant. The Forum directed the SDO to call the complainant and take further action after getting details of the case and after talking to his counterpart in UHBVN. Next date has been fixed as 10.08.2021.

Proceedings were held on 20.08.2021. The SDO was present but the complainant was not present. The SDO did not submit reply but told that the matter would be looked into after getting details of case from the complainant. The Forum directed the SDO to call the complainant and take further action after getting details of the case and after talking to his counterpart in UHBVN. Next date has been fixed as 09.09.2021.

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

Proceedings were held on 24.09.2021. The SDO as well as complainant was present. The Complainant submitted detail of the payments made and proof as required by the Nigam. Copy of this proof was given to the SDO. SDO told verbally that he had checked up the details from UHBVN counterpart and that the amount had actually got credited there in UHBVN. The Forum directed the SDO to take up the matter with UHBVN and get the amount credited to complainant's account urgently. Next date has been fixed as 14.10.2021.


Proceedings were held on 14.10.2021. The SDO was present but the complainant was not present. The DO informed that his office had been taking up the matter with counterpart in UHBVN and that it would take some more time to resolve

the issue. The Forum directed the SDO to take up the matter with UHBVN and get the amount credited to complainant's account urgently. Next date has been fixed as 08.11.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3681 / 2021
DATE OF INSTITUTION	26.07.2021
DATES OF HEARING	20.08.2021, 09.09.2021, 24.09.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. B K Aggarwal, Flat Owner-cum-resident, D-503, Park View City I, Sector 48, Sohna Road, Gurugram has filed this complaint who is a BLDS consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the Nigam while preparing the bills of BLDS category does not apply the Single Point Regulation correctly and does not subtract 4% units from the total consumption before finding the slab in which the consumption is to be billed. This has been causing excessive billing and the consumers had to pay in excess than the due one. He approached respondent Nigam for correction but no action was taken and therefore has requested the forum to redress his complaint.

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

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

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

Proceedings were held on 24.09.2021. The SDO as well as the complainant were present. The SDO submitted before the Forum that a calculation sheet had been prepared wherein wrong calculations had been corrected and the amount to be credited to complainants account had been




calculated. The complainant on his part also submitted some details of corrections which were required to be made. The Forum directed SDO to give a copy of the calculation sheet to the complainant and to the Forum also. The complainant was also directed to go through the corrections made by the subdivision and the difference of opinion, if any, may be brought before the Forum by the next date of hearing. Both the parties agreed. Next date of hearing is fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 1032 dated 14.10.2021 stating that the bills henceforth had been corrected and that the amount on account of wrong billings earlier to the tune of Rs. 937787/- had been adjusted in the complainant's latest bill. Copy of the reply and details were also handed over to the complainant. The complainant argued that the bills were not being issued correctly. The Forum directed the complainant to go through the details submitted by the SDO and come up with his comments, if any, by the next date of hearing. Next date of hearing is fixed as 08.11.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3547 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 26.08.2021, 09.09.2021, 24.09.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Prem Bhushan Khanna, GM 22, DLF Phase II, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that he has received a bill of more than Rs. 170000 which was very much on higher side and despite the fact his premises had been lying unused due to Corona. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 5737 dated 08.07.2021 stating that the additional amount put in the bill was on account of half margin raised by audit in August 2019. The complainant argued that if the amount had become chargeable in August 2019, then why the amount has been charged after 2 years when his tenant has already vacated. The Forum directed the SDO to submit complete case and the reasons for not charging the amount in time in 2019 itself. No coercive action should be taken till final disposal of the case. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply but said that his previous reply was correct. The complainant argued that if the amount had become chargeable in August 2019, then why the amount has been charged after 2 years when his tenant has already vacated. The Forum directed the SDO to submit complete case and the reasons for not charging the amount in time in 2019 itself. No coercive action should be taken till final disposal of the case. Next date has been fixed as 24.08.2021.

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

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

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


Proceedings were held on 24.09.2021. The SDO was present but the complainant was not present. The complainant informed that he was hospitalized and therefore needed exemption. The SDO did not submit any detail as directed in the last hearing. fresh reply. The SDO was again directed to place on record the complete consumption data specifically stating as to when the MDI exceeded for the first time and how did it follow in the succeeding months. No coercive action should be taken till final disposal of the case. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The SDO was present but the complainant was not present. The complainant informed that he was hospitalized and therefore needed exemption. The SDO did not submit any fresh reply. The Forum observed that arguments cannot be held in the absence of complainant. The SDO was again directed to place on record the complete consumption data specifically stating as to when the MDI exceeded for the first time and how did it follow in the succeeding months. No coercive action should be taken till final disposal of the case. Next date has been fixed as 25.10.2021.

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

**(PRDEEP LOHAN)**  
**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, 10.08.2021, 26.08.2021, 09.09.2021, 24.09.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Anoop Arora, 109, Sector 44, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that an amount of Rs. 691000/- has been placed in his current bill without any reason presumably on the issue raised by audit. That previously also, an amount of Rs. 14 lacs had been placed in their account the half of which had been withdrawn. That he is never ever told on what basis the amounts are charged and removed from his account. No details are provided. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

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

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

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

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

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


Proceedings were held on 24.09.2021. The complainant as well as SDO was present. SDO stated that there was no bill in the record which could prove that Rs. 14 lacs had ever been charged. The complainant submitted on record the copy of the bill and other details which showed Rs. 14 lacs having been charged. The Forum directed the SDO to verify the papers submitted by the complainant in this regard and come up with comprehensive reply on the next date of hearing. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The complainant as well as SDO was present. The Forum directed the SDO to verify the papers submitted by the complainant in this regard and come up with comprehensive reply on the next date of hearing. Next date has been fixed as 25.10.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3362 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021, 09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

M/s Exotica Condominium Owners Association, Parsavnath Exotica, Gold Course Road, Sector-53, Next to IBIS Hotel, Gurugram has been consumer of DHBVN vide A&A no. 33566/BS(DS) dated 13.2.2008 under SDO (OP) S/Divn., DHBVN, South City, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have a sanctioned load of 4350 kW at their premises through an independent feeder. They have requested Forum to redress their complaint as under:

1. They came to know that respondent Nigam has connected some commercial connections of M/s Genpact, M/s Bawarchi & M/s AIPL with their feeder, which was against the law, as such, requested either to disconnect these connections or their feeder be converted into general feeder and service charges as paid by them be refunded along with interest.
2. They have spent Rs.1710280/- on repair and maintenance of HT cable/equipment during June, 2018 to Sep.,2020. As per instructions, said expenditure should be borne by DHBVN, as such, requested for refund of the same along with interest.
3. They have paid sundry charges amounting to Rs.6969250/- during July, 2018 to Nov., 2019 through regular bill. It should be refunded with interest.

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

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Representative of respondent SDO requested for another date to furnish reply. Request allowed. Now to come up on the next date of hearing on 09.02.2021.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO assured to submit detailed reply before next date of hearing. Forum directed respondent SDO to ensure his presence on next date of hearing along with detail reply as assured.

Proceedings were held on 10.03.2021. Out of three issues raised in the complaint, the SDO apprised that all the other connections, whatsoever, have since been removed and that the case for refund of extra amount charged has been processed with CBO. The complainant was not satisfied and insisted that the feeder loss percentage during common period of running should also be apportioned which has not been done as yet by the SDO.

The Forum was also not satisfied with the reply of the subdivision. The Forum directed SDO to take up the matter with his senior office and come up with a conclusive reply to all the issues raised in the complaint.

Proceedings were held on 08.04.2021. Respondent SDO did not submit his reply. However representative of respondent SDO informed that the feeder loss percentage during common period of running has not been apportioned since a recent issue of charging of around Rs, 1.5 crores during defective period was pending. So far as detail of sundry charges amounting to Rs.6969250/- during July, 2018 to Nov., 2019 through regular bill was concerned, Rs. 11 Lakh was related to updated ACD, which was earlier adjusted in SOP. Now the case for updating in ACD head was in process and around Rs. 22 Lakh was charged as per HM, detail would be provided on next date, being not available in his office at the moment. Detail of remaining amount of about Rs.36.69 lakh has been provided to the complainant and he is satisfied too. Complainant also provided the additional submissions regarding expenditure incurred by them on Repair & maintenance on feeder during Feb. 2021. Forum directed the complainant to visit respondent office to reconcile the amount to be charged during recent defective period within a week's time and respondent SDO to reconcile the same and apportion the feeder loss percentage during common period, update ACD amount of Rs. 11 Lakh and pay the interest thereon, provide detail of Rs. 22 Lakh within 20 days. SDO was also directed to specifically reply to the demand of complainant on the refund of repair and maintenance charges incurred by the complainant. Next date of hearing is now fixed for 11.05.2021.

Proceedings were held on 08.07.2021. The complainant as well as Respondent SDO were available. SDO did not submit any reply but told that the directions given by the Forum in last hearing were being complied with and it would take some more time to file a final reply in that regard. SDO was also directed to specifically reply to the demand of complainant on the refund of repair and maintenance charges incurred by the complainant. Next date of hearing is now fixed for 10.08.2021.

Proceedings were held on 10.08.2021. The complainant was not present but the SDO was present. SDO did not submit any reply but told that the directions given by the Forum in last hearings were being complied with and it would take some more time to file a final reply in that regard. SDO was also directed to specifically reply to the demand of complainant on the refund of

repair and maintenance charges incurred by the complainant. Next date of hearing is now fixed for 09.09.2021

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


Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. SDO did not submit any reply but reiterated that the complainant had never got the repair and maintenance estimates sanctioned nor any thing on the matter was in record. The complainant on his side had submitted copies of some e-mails in proof of their contention. The SDO was again directed to specifically reply to the instances of repair and maintenance referred to in the complaint. Next date of hearing is now fixed for 14.10.2021.

Proceedings were held on 14.10.2021. The complainant was not present and requested on telephone for another date. Next date of hearing is now fixed for 25.10.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3491 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Munish Yadav, 479/3, Prem Nagar, Delhi Road, Gurugram is consumer of DHBVN bearing account no. 4048687618 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has not been getting the bills as per actual consumption and that abnormal amounts have been levied in the bills without any explanation by the subdivision. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO did not submit reply but informed that the case had been already sent to CBO for allowing the refund due to the complainant. But the case was still pending at CBO end. The Forum directed the SDO to take up the matter personally with CBO and get the corrections made before the next date of hearing. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO did not submit reply but informed that the case had been already sent to CBO for allowing the refund due to the complainant. Also that the office had sent the refund entry of Rs. 140571/- but the CBO had approved the entry of Rs. 22477/- only. The Forum directed the SDO to take up the matter personally with CBO and get the corrections made before the next date of hearing. Next date has been fixed as 09.09.2021.

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


Proceedings were held on 24.09.2021. The SDO as well as the complainant were present. The SDO informed that the case had been sent to CBO for allowing the balance refund of Rs. 118000/-. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The SDO was present but the complainant was not present. The SDO did not submit any fresh reply but informed that the case had been sent to CBO for allowing the balance refund of Rs. 118000/-. The Forum observed that the subdivision was not making efforts to resolve the matter and directed to personally get the matter resolved by taking up the matter with CBO. Next date has been fixed as 25.10.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3569 / 2021
DATE OF INSTITUTION	01.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Sushil Kumar, 868 / 13, Vijay Park, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Sushil Kumar, 868 / 13, Vijay Park, Gurugram is consumer of DHBVN bearing account no. 8646430000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had paid excess amount since 2019 but the same has not been refunded so far despite assurances by the subdivision. It was refunded once but has been put again in his account. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 828 dated 07.07.2021 stating that his office had processed the case to CBO for refund of Rs. 26900/= but now the CBO has remarked that the same amount had been refunded way back in 2019 itself and therefore its refund again was not required, and hence, the current bill was correct. The Forum directed the SDO to place on record the excess charging detail, refund made earlier, its recharging again etc. along with detailed reply by the next date of hearing. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 10224 dated 10.08.2021 stating that his office had processed the case to CBO for refund of Rs. 26900/- but now the CBO has remarked that the same amount had been refunded way back in 2019 itself and therefore its refund again was not required, and hence, the current bill was correct. The Forum directed the SDO to place on record the excess charging detail, refund made earlier, its recharging again etc. along with detailed reply by the next date of hearing. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO did not submit any reply and requested for another date. The Forum again directed the SDO to place on record the excess charging detail, refund made earlier, its recharging again etc. along with detailed reply by the next date of hearing. Next date has been fixed as 24.09.2021.




Proceedings were held on 24.09.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but informed that the case for refund had been sent to CBO and that it would take some more time to get the approval from there. The Forum again directed the SDO to place on record the excess charging detail, refund made earlier, its recharging again etc. along with detailed reply by the next date of hearing. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but informed that the case for refund had been sent to CBO and that it would take some more time to get the approval from there. The Forum again directed the SDO to place on record the excess charging detail, refund made earlier, its recharging again etc. along with detailed reply by the next date of hearing. Next date has been fixed as 08.11.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3719 / 2021
DATE OF INSTITUTION	27.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Atul Wassan, H No. 933, Sector 40, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Atul Wassan, H No. 933, Sector 40, Gurugram is consumer of DHBVN bearing account no. 6246360000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had installed roof top solar on 27.08.2020 but inspite of installation of net meter, the benefit has not yet been given to him and he is being made to pay more than f=due bills. He has been approaching the Nigam for resolution of the case but no action was taken. He has requested the forum to redress his complaint.

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

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


Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 44 dated 24.09.2021 stating that the solar connection has now been updated in the system and that the next bill would be correct. The SDO was directed to ensure that the next bill delivered includes the benefit of solar connection. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The complainant was not present but the SDO was present. The SDO did not submit any fresh reply but again informed that the solar connection had been updated in the system and that the next bill would be correct. The SDO was directed to ensure that the next bill delivered includes the benefit of solar connection. Next date has been fixed as 08.11.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
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 / 3720 / 2021
DATE OF INSTITUTION	27.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021, 14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## INTERIM ORDER

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

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

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

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

Proceedings were held on 24.09.2021. The complainant was present but the SDO was not present. The SDO submitted had reply vide memo no. 1962 dated 09.09.2021 stating details of the case. Copy of the reply was given to the complainant. The complainant said that despite his repeated requests his previous meter was not got checked by the subdivision. The Forum directed the SDO to get the meter checked up from M&T laboratory and submit report on the next date of hearing. The Forum directed both the parties to come prepared for arguments on the next date of hearing. Next date has been fixed as 14.10.2021.


Proceedings were held on 14.10.2021. The complainant as well as the SDO were present. The SDO did not submit any fresh reply but apprised that the complainant had never requested for checking of the meter. But the complainant said that he had made several request to get the meter checked but despite his repeated requests his previous meter was not got checked by

the subdivision. The Forum directed the SDO to get the meter checked up from M&T laboratory and submit report on the next date of hearing. The Forum directed both the parties to come prepared for arguments on the next date of hearing. Next date has been fixed as 08.11.2021.

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

**(PRADEEP LOHAN)**  
**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 / 3804 / 2021
DATE OF INSTITUTION	12.10.2021
DATES OF HEARING	14.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Metro Tyres, 84 KM Stone, Delhi – Jaipur NH-8, village Sidhrawli, Bhora Kalan, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

M/S Metro Tyres, 84 KM Stone, Delhi – Jaipur NH-8, village Sidhrawli, Bhora Kalan, Gurugram is a consumer with account no. G33-BKHT-0139 under SDO (OP) S/Divn., DHBVN, Bhora Kalan, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they had applied for a new connection and had deposited all the charges with subdivision including ACD, Service Connection Charges etc. But at the time of release of connection, M&P observed that the connection cannot be released and therefore the SDO cancelled the application file. Subsequently they applied for refund of all their dues which was refunded by the subdivision in their present account number G33-BKHT-0139. But now they have got to know from subdivision that the audit party has ordered to cancel the refund and re-charge the refunded amount. He has requested the forum to redress his complaint requesting the needful to be done.

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 14.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 14.10.2021. The complainant as well as the SDO were present. The SDO submitted reply vide memo no. 2315 dated 14.10.2021 stating that so far, no such half margin has been charged by the subdivision but since the audit checking was still on, they would be able to apprise the Forum only after the audit is complete. The Forum observed that the complainant has acted in anticipation of what has not happened as yet. The Forum cannot order anything just on assumption. However, since the matter has been brought before the Forum by the complainant, the SDO is directed to put up a detailed reply on the next date of hearing. Next date has been fixed as 25.10.2021.

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

**(PRADEEP LOHAN)**  
**Member Accounts**

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