	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3600 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	08.07.2021, 22.07.2021, 10.08.2021. 26.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S TIMES RESIDENCY, Sector 62-63, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

M/S TIMES RESIDENCY, Sector 62-63, Gurugram are consumer of DHBVN bearing account no. G22BPHT0165 under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the Nigam has been charging Municipal Tax from the complainant even though the area was beyond the Municipal limits. The complainant has requested to direct DHBVN not only to refund the M Tax so charged but also the refund along with penal interest. That they approached respondent Nigam but no action was taken and therefore have requested the forum to redress his complaint.

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

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no.482 dated 07.07.2021 stating that the area was well within the Municipal Limits. The counsel appearing for complainant argued that all the necessary papers had been submitted in the subdivision to prove it otherwise. The Forum directed SDO to take up the matter personally with MCG and get the corrections made, if any, along with para wise reply before the next date of hearing. Next date has been fixed as 22.07.2021.

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

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

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


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

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO again submitted copy of the letter written to MCG but it was of no use. The Forum again observed that the subdivision had not made efforts to get the clarification from the concerned office of MCG. The Forum again directed SDO to take up the matter personally with MCG and submit details in that regard by the next date of hearing. Next date has been fixed as 24.09.2021.

**(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 / 3618 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021, 22.07.2021, 10.08.2021, 26.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S UPTOWN CONDOMINIUM WELFARE ASSOCIATION, Sector 66, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

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


Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO had submitted reply vide memo no. 1108 dated 225.08.2021 giving para wise reply. Copy of this reply was given to the complainant. The Forum again directed the SDO to personally check the status of feeder breakdown and the maintenance thereof along with the breakdown data of the feeder for the last 6 months. Next date has been fixed as 16.09.2021.

Proceedings were held on 17.09.2021. The SDO as well as the complainant were present. The SDO requested for another date for arranging the data as directed by the Forum. Next date has been fixed as 01.10.2021.

**(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/3333/2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020, 27.01.2021, 23.02.2021, 10.03.2021, 25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

XEN/OP City Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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



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

Proceeding was held on dated 25.03.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply but the same was not in consonance with the queries raised by Forum. This was viewed seriously. SDO was directed to submit detailed reply specifically on the queries and issues raised in the hearing dated 23.02.2021 i.e. to submit detailed M&P report showing the period of lagging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 27.04.2021.

Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any reply and the data shown during hearing was not relevant. The query raised during last hearing was specifically about the kVAh readings recoded under leading power factor conditions and not simply the consumption data. This was viewed seriously. SDO was directed to submit detailed reply specifically on the queries and issues raised and submit detailed M&P report showing the period of lagging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant was present but the SDO was not present. The SDO on phone requested for another date since he had been transferred. Requested was accepted but at the same time was directed to submit detailed reply specifically on the queries and issues raised and submit detailed M&P report showing the period of lagging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant as well as the SDO was present. The SDO was directed to submit detailed reply specifically on the queries and issues raised and submit detailed M&P report showing the period of lagging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 24.08.2021

Proceeding was held on dated 26.08.2021 at Gurugram. Complainant as well as the SDO was present. The SDO did not submit any reply on the issue of


leading / lagging power factor as raised by the Forum during previous hearings. The Forum again directed the SDO to submit detailed reply specifically on the queries and issues raised and submit detailed M&P report showing the period of lagging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 16.09.2021.

Proceeding was held on dated 17.09.2021 at Gurugram. Complainant as well as the SDO was present. The SDO again did not submit any reply on the issue of leading / lagging power factor as raised by the Forum during previous hearings. The Forum took seriously the casual approach the subdivision and again directed the SDO to submit detailed reply specifically on the queries and issues raised and submit detailed M&P report showing the period of lagging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 24.09.2021.

**(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 / 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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
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.

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

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

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

	<p><b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b>  <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b></p> <p><b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b>  (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a>) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a>)</p>
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Case No.	DH/CGRF-3100/2020
Date of Institution:	27.07.2020
Date of Hearing:	28.08.20, 9.9.20, 8.10.20, 27.10.20, 29.12.20, 12.1.21, 09.02.2021, 10.03.2021, 25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 16.09.2021

**Before the Forum for Redressal of Consumer Grievances, DHBVN**

**Present:**

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Not present

For the Respondent None of respondent SDO

## **INTERIM ORDER**

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

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

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

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

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO replied vide memo.no.1085 dated 7.9.20 stating therein that the premises of the complainant had been checked by M&P team through MT1 No. 67/1399 dated 14.03.2020 and MDI had been found exceeded  $12.674 \times 6 = 74$  kW. So, the charging was done by CBO Hisar. Forum observed that MDI of 74 kW (sanctioned load 12 kW) was extra ordinarily high, as such, the Forum directed the respondent SDO to collect the temper data record from M&P team for last one year and submit along with his comments well before next date of hearing.

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

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

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



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

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

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

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

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

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

Proceedings were held on 10.08.2021. None of the parties were present. Now to come up for hearing on 24.08.2021.


Proceedings were held on 26.08.2021. The complainant was not present but the SDO representative was present. The Forum directed the complainant to be present on the next date of hearing positively. Now to come up for hearing on 16.09.2021.

Proceedings were held on 17.09.2021. The complainant was not present but the SDO representative was present. The Forum directed the complainant to be present on the next date of hearing positively so that arguments can take place and the case can be closed. Now to come up for hearing on 14.10.2021.

**(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 / 3403 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

submission along with all the relevant documents so that arguments can take place. Next date was fixed on 27.04.2021.

Proceedings were held on 23.06.2021. SDO did not submit any reply but submitted that he would require another date to come up with detailed submission. The Forum asked the SDO to submit specific reply as to why the complainants, who were domestic consumers, were being billed on NDS tariff despite the clear instructions in this regard by the Nigam, as claimed by the complainant. The Forum directed the SDO to come up with detailed submission along with all the relevant documents so that arguments can take place on the next date of hearing. Next date was fixed on 22.07.2021.

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

Proceedings were held on 10.08.2021. SDO submitted reply vide memo no. 595 dated 09.08.2021 and requested for another date for submission of reply. The Forum again observed that billing of domestic consumers on NDS tariff was indeed a matter of concern and that too for the last more than 7 years. Also, the SDO was asked to clarify the matter regarding replacement of defective cable and the expenditure thereof. The Forum directed the SDO to

come up with detailed submission along with all the relevant documents so that arguments can take place on the next date of hearing. Next date was fixed on 24.08.2021.


Proceedings were held on 26.08.2021. Both the parties were present. The SDO submitted reply vide memo no. 701 dated 25.08.2021 stating that the contention of complainant that Nigam had been levying NDS tariff for domestic users of Vatika City was wrong because only DS category tariff was being levied. He also placed on record the proof of the same. The complainant contested the claim of SDO and told that they would also produce the records which would prove that they were being charged NDS tariff. The Forum observed from the records submitted by both the parties that the monthly bill generated and delivered to RWA of M/S Vatika is first prepared in NDS category and then the necessary deductions / corrections are made to finally give the RWA a bill at BLDS tariff. The SDO told that this practice was being followed since long because there was only one no. 33 kV feeder feeding supply to Vatika Business Park, Vatika City and the School. The Forum observed that since the arrangement of billing presently being followed can be corrected and the bill to Vatika City RWA can be delivered directly at BLDS tariff instead of making corrections afterwards. The SDO apprised that he would report back on the matter and put up the facts before the next date of hearing. The complainant was also directed to provide as much data as possible to the SDO and the Forum to arrive at the final picture of payments made and the amounts actually payable. Next date was fixed on 16.09.2021.

Proceedings were held on 17.09.2021. The details prepared by the SDO and the complainant were compared and there were lot of gaps between the two. The SDO requested for another date so that he could search all the previous records and come out with any extra amount charged. The Forum also directed the complainant to provide all the previous possible data to the SDO for a quick resolution. The SDO was also directed to collect previous data said to be available with the developer M/S Vatika Ltd. Next date of hearing is fixed on 14.10.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b></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 / 3470 / 2021
DATE OF INSTITUTION	08/03/2021
DATES OF HEARING	25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 16.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

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

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

Proceeding was held on dated 26.08.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO submitted a reply vide memo no. 6090 dated 26.08.2021 but it did not contain the para wise reply on the issues raised in the petition with reference to the HERC regulations in each one of them. The Forum again directed the SDO to submit para wise reply by the next date of hearing with a copy to the complainant so that detailed arguments can be held. Now to come up on next date of hearing on 16.09.2021.


Proceeding was held on dated 16.09.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO did not submit reply as directed by the Forum. The Forum again directed the SDO to submit para wise reply by the next date of hearing with a copy to the complainant so that detailed arguments can be held. Now to come up on next date of hearing on 01.10.2021.

**(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 / 3565 / 2021
DATE OF INSTITUTION	08.06.2021
DATES OF HEARING	23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Laxmi Devi, 362/4, Ram Nagar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP City Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## INTERIM ORDER

Smt. Laxmi Devi, 362/4, Ram Nagar, Gurugram is a consumer of DHBVN bearing account no. 3406530000 under SDO (OP) IDC S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that erroneous/excessive billing for units recorded during COVID-19 epidemic lock down period has been made. That when smart meter was installed, the reading of the previous meter was not taken correctly which has resulted in wrong and excessive billing for the last more than 6 months. He approached the respondent Nigam for rectification but, no action has been taken. He has requested the forum to redress his complaint.

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

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

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

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO requested for next date for submission of previous meter data and screen shot. Arguments would be held on the next date of hearing. Now to come up for hearing on 24.08.2021.

Proceeding was held on dated 26.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO requested for next date for submission of previous meter data and screen shot. Arguments would be held on the next date of hearing. Now to come up for hearing on 16.09.2021.


Proceeding was held on dated 17.09.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted the screen shot of the removed meter and apprised that the amount charged was as per last reading shown in the screen shot and therefore no correction was required. But the complainant argued that the screen shot of the removed meter upon which the

subdivision had been relying did not relate to his premises. Rather it was a screen shot of some meter under Maruti subdivision whereas his meter was under IDC subdivision. The SDO requested for another date to verify the record as claimed by the complainant. The Forum directed the SDO to put up facts in the next hearing. Now to come up for hearing on 14.10.2021.

**(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 / 3546 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## INTERIM ORDER

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

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

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

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

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide memo no. 432 dated 21.07.2021 stating that he would require some more time to find out the facts as mentioned by the complainant in his complaint. The Forum observed that the difference of ACD of around Rs. 56 lacs has been raised by the complainant on the basis of sales circular D-31/2004 presuming that the ACD must have been taken as per the connected load instead of sanctioned load. The Forum directed the SDO to find out and place on record the details of ACD got deposited at the time of connection by the next date of hearing. The Forum also directed the complainant to furnish proof of having deposited the ACD as per connected load and any other details related to the issue. Now to come up for hearing on 24.08.2021.

Proceeding was held on dated 26.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any fresh reply but reiterated that whatever ACD had been deposited by the complainant already stands updated in the records and that the claim of complainant that the actual ACD deposited was Rs. 1.1 crores instead of Rs. 55 lacs was totally wrong and without any basis. The Forum again directed the complainant to furnish proof of having deposited the ACD as per connected load and any other details related to the issue. Now to come up for hearing on 16.09.2021.

Proceeding was held on dated 17.09.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO reiterated that whatever ACD had been deposited by the complainant already stands updated in the records and that is only Rs. 55 lacs. The Forum again directed the complainant to furnish


proof of having deposited the ACD of Rs. 1.1 crores as per connected load and any other details related to the issue. The Forum made it clear to the complainant that the papers he had been submitting time and again were only his assumptions and that the orders in favour of or against any party could not be passed on assumptions.

Now to come up for hearing on 01.10.2021.

**(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 / 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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
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.

**(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 / 3531 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant as well as SDO was present. The SDO was asked to place on record the decision of hon'ble High Court so that arguments can place on the next date along with the legal opinion on the matter. Now to come up for hearing on 24.08.2021.

Proceeding was held on dated 26.08.2021 at Gurugram. Complainant as well as SDO was present. The SDO was asked to place on record the decision of hon'ble High Court so that arguments can place on the next date along with


the legal opinion on the matter. Now to come up for hearing on 16.09.2021. No coercive action should be taken till final decision of the case.

Proceeding was held on dated 17.09.2021 at Gurugram. Complainant as well as SDO was present. The SDO was again asked to place on record the decision of hon'ble High Court so that arguments can place on the next date along with the legal opinion on the matter. Now to come up for hearing on 14.10.2021. No coercive action should be taken till final decision of the case.

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
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.

**(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 / 3637 / 2021
DATE OF INSTITUTION	23.06.2021
DATES OF HEARING	22.07.2021, 10.08.2021, 26.08.2021, 16.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that he received a bill in September 2020 for an amount of Rs. 167471/- which was totally wrong and without any basis. He approached the respondent Nigam for rectification but, no action has been taken. He has requested the forum to redress his complaint.

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

Proceeding was held on 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any reply but requested for another date. No coercive action be taken till further directions. Now to come up for hearing on 10.08.2021.

Proceeding was held on 10.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide which details were submitted including the consumption data, detail of payments and meter reading of the present meter. The complainant was asked to go through it. The Forum observed that the consumption pattern of the old meter as well as the new meter was same and therefore contention of the complainant was not correct. The Forum still asked the complainant to go through the reply submitted by the complainant and come up with his observations. No coercive action be taken till further directions. Now to come up for hearing on 24.08.2021.

Proceeding was held on 26.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide which details were submitted including the consumption data, detail of payments and meter reading of the present meter. The complainant was asked to go through it. The Forum observed that the consumption pattern of the old meter as well as the new meter was same and therefore contention of the complainant was not correct. The Forum again asked the complainant to go through the reply submitted by the SDO and come up with his observations. No coercive action be taken till further directions. Now to come up for hearing on 16.09.2021.

Proceeding was held on 16.09.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any




fresh reply. The complainant again said that he has been telling the SDO that the building had been demolished around 2 years back but still the bills were being issued. The Forum had directed the SDO in the last hearing also to get the site verified and place the report on record. But the SDO has not placed on record any such report. The Forum again asked the SDO to immediately get the site verified and place on record the billing and payment details of the last 5 years on the next date of hearing. No coercive action be taken till further directions. Now to come up for hearing on 14.10.2021.

**(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 / 3206 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021, 09.02.2021, 10.03.2021, 25.03.2021, 23.06.2021, 08.07.2021, 10.08.2021, 26.08.2021, 16.09.2021

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Proceedings were held on 10.08.2021 The complainant as well as SDO were present. The complainant again reiterated that he had already submitted all the papers he had showing that the builder / developer had already collected electricity charges from the residents at the time of sale / purchase of the property. The SDO submitted reply vide memo no. 2055 dated 10.08.2021 stating that the amount of Rs. 18 lacs, which the complainant had disputed during last hearing, had been refunded through cheque on 14.06.2016. The complainant said he was not aware and that he would go through his records to come again on the issue. Now to come up for hearing on 24.08.2021.


Proceedings were held on 26.08.2021 The complainant as well as SDO were present. The complainant again reiterated that he had already submitted all the papers showing that the builder / developer had already collected electricity charges from the residents at the time of sale / purchase of the property. The SDO had submitted reply vide memo no. 2055 dated 10.08.2021 stating that the amount of Rs. 18 lacs, which the complainant had disputed during last hearing, had been refunded through cheque on 14.06.2016. The complainant said he was not able to check up from his records but would report back after checking the records. Now to come up for hearing on 16.09.2021.

Proceedings were held on 16.09.2021. The complainant sought exemption on poor health grounds and requested for another date. The SDO was present. The SDO again reiterated that there was nothing on record that the ACD deposited had been for more than the sanctioned load. Now to come up for hearing on 14.10.2021.

**(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 / 3360 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021, 23.02.2021, 25.03.2021, 23.06.2021, 08.07.2021, 10.08.2021, 26.08.2021, 16.09.2021

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

Proceedings were held on 23.06.2021. Both the parties were present. The SDO apprised that the case for refund on account of MF and excess ACD had been submitted to CBO and was pending approval there. The Forum directed the SDO to make all necessary corrections within next 15 days. No coercive action should be

taken against the complainant till final resolution of the case. Now to come up for hearing on 08.07.2021.

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

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

Proceedings were held on 26.08.2021. Both the parties were present. The SDO did not submit any fresh reply. The complainant again told that all other grievances were still pending and the subdivision was not taking action despite his repeated requests. The SDO informed that all other issues have also been resolved but were pending at the level of CBO. The Forum again directed the SDO to make all necessary corrections within next 15 days. No coercive action should be taken against the complainant till final resolution of the case. Now to come up for hearing on 16.09.2021.

Proceedings were held on 16.09.2021. Both the parties were present. The SDO did not submit any fresh reply. The complainant again told that all other grievances were still pending and the subdivision was not taking action despite his repeated requests. The SDO informed that all other issues have also been resolved but were pending at the level of CBO. The Forum again directed the SDO to make all necessary corrections within next 15 days. No coercive action should be taken against the complainant till final resolution of the case. Now to come up for hearing on 01.10.2021.

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

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

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





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

HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (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

**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.

**(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 / 3583 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 26.08.2021, 16.09.2021

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

Present:

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

In the matter of complaint of Sh. Raj Kumar, JMD Garden, Sector 33, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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


Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply. The Forum directed the SDO to trace out complete record and the case file to further place on record the facts of the case. Also, the complainant was directed to submit proof of bills distributed among the residents way back in 2013 so that detailed arguments can be held in the case. Next date has been fixed as 16.09.2021.

Proceedings were held on 16.09.2021. The SDO as well as the complainant were present. The complainant placed on record the details of billing a copy of which was given to the SDO. Both the parties were asked to go through the records and come prepared for arguments on the next date of hearing. Next date has been fixed as 01.10.2021.

**(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 / 3563 / 2021
DATE OF INSTITUTION	25.05.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 26.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Sheela Verma, 343, Sector 10, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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


Proceedings were held on 26.08.2021. The SDO as well as complainant were present. The SDO did not submit any reply but requested for another date for getting into the details of the case and for making necessary corrections. Next date has been fixed as 16.09.2021.

Proceedings were held on 17.09.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 4718 dated 15.09.2021 stating that the case for refund and correction of bill was being taken up with CBO and L&T and required another 15 days to get the corrections made. Next date has been fixed as 01.10.2021.

**(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 / 3697 / 2021
DATE OF INSTITUTION	16.08.2021
DATES OF HEARING	26.08.2021, 16.09.2021

**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. Subhash Chander Mehta, U-18/45, DLF Phase III,  
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. Subhash Chander Mehta, resident of U-18/45, DLF Phase III, Gurugram is consumer of DHBVN bearing account number 2163157993 under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his meter had got burnt in March 2020 and was replaced with a new one on 04.03.2020. But since the installation of new meter, he has not been getting the bills as per reading. After continuously pursuing with the subdivision, he was told that meter which had been replaced in March 2020 was updated in the system only in August 2020 and this was the reason for wrong billing. Also, he was told that L&T was not providing details of such replacement in March 2020. 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 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 it was a case of wrong up-dation of MCO in the system and that he would get the matter looked into and requested for another date. 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 16.09.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but told that it was a case of wrong up-dation of MCO in the system and that his office was in the process of getting it corrected. Also, that he would require another 15 days or so to correct the matter. The Forum directed SDO not to take any coercive action till final disposal of the case. Next date has been fixed as 01.10.2021.

**(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 / 3698 / 2021
DATE OF INSTITUTION	16.08.2021
DATES OF HEARING	26.08.2021, 16.09.2021

**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. Amit Mehta, U-18/45, DLF Phase III, 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. Amit Mehta, resident of U-18/45, DLF Phase III, Gurugram is consumer of DHBVN bearing account number 4702773825 under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his meter had got burnt in March 2020 and was replaced with a new one on 04.03.2020. But since the installation of new meter, he has not been getting the bills as per reading. After continuously pursuing with the subdivision, he was told that meter which had been replaced in March 2020 has not yet been updated in the system and this was the reason for wrong billing. Also, he was told that L&T was not providing details of such replacement in March 2020. 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 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 it was a case of wrong up-dation of MCO in the system and that he would get the matter looked into and requested for another date. 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 16.09.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but told that it was a case of wrong up-dation of MCO in the system and that his office was in the process of getting it corrected. Also, that he would require another 15 days or so to correct the matter. The Forum directed SDO not to take any coercive action till final disposal of the case. Next date has been fixed as 01.10.2021.

**(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 / 3687 / 2021
DATE OF INSTITUTION	03.08.2021
DATES OF HEARING	26.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
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.

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
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.

**(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 / 3648 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	13.07.2021, 20.08.2021, 16.09.2021

**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 IDEA Cellular, Building no. 10 B, 8<sup>th</sup> Floor, Cyber City, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

M/S IDEA Cellular, Building no. 10 B, 8<sup>th</sup> Floor, Cyber City, Gurugram is consumer of DHBVN having a number of connections having different account nos. under under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they had not been getting correct bills for 10 nos. connections they had under the subdivision. Also, that they do not get bills in time and then the subdivision disconnects the connections without any reason. Also, that it has become a chronicle problem and despite their approaching the Nigam, no action has been taken so far. They have requested the forum to redress his complaint.

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

Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO did not submit any reply. The SDO was directed to submit detailed reply specifically mentioning the contents of the complaint w.r.t. each of 10 nos. connections and ensure that the bills are corrected as per readings and are not disconnected for no fault of the consumer. Next date has been fixed as 10.08.2021.


Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO did not submit any reply. The SDO was again directed to submit detailed reply specifically mentioning the contents of the complaint w.r.t. each of 10 nos. connections and ensure that the bills are corrected as per readings and are not disconnected for no fault of the consumer. The complainant was also directed to visit the subdivision to explain his connection wise discrepancy and come out with his statement on the next date of hearing. 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 did not submit any reply but informed that 6 out of 10 cases have been reconciled to the satisfaction of complainant and that the remaining 4 would also be reconciled in another 15 days or so. The complainant also admitted that 6 cases had been resolved. The complainant was directed to visit the subdivision to to clear remaining 4 cases also. Next date has been fixed as 14.10.2021.

**(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

**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.

**(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 / 3652 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	20.08.2021, 16.09.2021

**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 Orchid Islands RWA, Sector 51, Gurugram  
regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

M/S Orchid Islands RWA, Sector 51, Gurugram are consumers of DHBVN bearing old account no. 7298087901 and new account no. 3537733130 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint raising three issues:

- i) Rebate of 4% has not been given to them from 2016 to 2020
- ii) Nos. of flats occupied have not been verified by the Nigam as a result of which they are being made to pay at a tariff higher than the applicable one
- iii) There are outstanding dues towards them which may be refunded to them with interest

They have requested the forum to redress his complaint.

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


Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2169 dated 19.08.2021 stating that an amount of Rs. 8112199/- has been calculated as refundable. the LL-1. The SDO was directed to provide the complainants the detail of refund amount so calculated and submit para wise reply specifically mentioning the contents of the complaint The Forum also asked the complainants to check the refund amount so calculated by the subdivision and let the Forum know if there is any difference of opinion. iNext 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 stating that from 7/2016 to 11/2019, the bills issued were manual ones and therefore there was no record of the bills in the system. The complainant also said that they did not have the bills of that time. The Forum directed both the parties to recheck their records and come out with further details on the next hearing. iNext date has been fixed as 01.10.2021.

**(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 / 3629 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 16.09.2021

**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. J K Arora, Plot no. GH-29, Sector 56, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. J K Arora, Plot no. GH-29, Sector 56, Gurugram is consumer of DHBVN bearing account no. 6420660000 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 J K Cooperative Group Housing Society having 48 nos. of flats stating the following issues:

- i) Slab benefit is not being given
- ii) 4% rebate is not being given right from the beginning
- iii) Interest on ACD has not been paid and that it should be refunded with penal interest

He has requested the forum to redress his complaint.

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


Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2168 dated 19.08.2021 stating that his office was aware of the issues raised in the complaint and that he has been taking up the matter with CBO for refund of all the dues. 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 did not submit any fresh reply but apprised that he was taking up the matter with CBO for refund of all the dues. No coercive action be taken till final resolution of the case. Next date has been fixed as 01.10.2021.

**(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 / 3694 / 2021
DATE OF INSTITUTION	06.08.2021
DATES OF HEARING	20.08.2021, 17.09.2021

**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. Subhash Chand Arora, Flat no. 601, Diamond Court, Essel Towers, MG Road, Gurugram regarding refund of wrongly charged estimated cost  
..... Complainant / Petitioner

Vs.

XEN / OP CITY, Manesar, DHBVN, Gurugram  
SDO/OP S/D Manesar, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

Sh. Subhash Chand Arora, Flat no. 601, Diamond Court, Essel Towers, MG Road, Gurugram is consumer of DHBVN having a connection in the name of Shyam Communications under SDO (OP) S/Divn., DHBVN, Manesar, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating the following issues:

- i) that the calculation of ultimate load of their project was wrongly calculated which caused demand of wrong charges against release of their connection.
- ii) That the estimate prepared by HVPN was on the basis of GIS substation at Sector 72 whereas the substation was AIS.
- iii) That since the HVPN has revised the estimate, the amount taken extra from them should be refunded.

That he has been approaching respondent Nigam for finally settling the issues 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 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 did not submit any reply but requested for another date to submit reply and to collect details from HVPN. The Forum directed the SDO to take up the matter personally with HVPN and submit detailed reply. 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 any reply but requested for another date to submit reply and to collect details from HVPN. The Forum directed the SDO to take up the matter personally with HVPN and submit detailed reply. Next date has been fixed as 01.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM          D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005          Telephone No. 01662-223081          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 / 3191 / 2020
DATE OF INSTITUTION	17.08.2020
DATES OF HEARING	08.10.2020, 27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021, 09.02.2021, 08.07.2021, 20.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Major Kuldeep Singh, H. No. 107, Ugyog Vihar, Phase IV, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION DIVISION SUBURBAN, DHBVN, GURUGRAM  
 SDO/OPERATION SUB DIVISION MARUTI, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Major Kuldeep Singh, H No. 107, Udyog Vihar Phase-IV, Gurugram is a consumer of DHBVN bearing account no. 6767650000 under SDO (OP) Maruti S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that bills for the month of 4/2020 and 5/2020 were raised on higher side due to fault in Power Factor resulting big difference between kWh and kVAh reading. However, it was very clear that meter reading was not reflecting actual usage as the office remained completely shut down as per government regulation due to Covid-19. He requested respondent SDO for waiver but no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 08.10.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 1163 dated 28.09.2020 stating that connection was running in NDS category with sanctioned load 169.77 kWh and the complainant's bills issued for 4/2020 and 5/2020 were on actual readings. Meter was got checked from XEN M&P Gurugram on 17.7.2020 as per MT No. 15/1425 and meter was found working within permissible limits. kVAh increased due to PF not maintained properly by the complainant. Forum directed respondent SDO to supply tamper data/load survey data of the meter from January 2020 up to date.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO requested for another date. Request was allowed.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant was not present but respondent SDO was present. SDO submitted reply dated 10.11.2020 stating that tamper data /load survey data had already been e-mailed on 23.10.2020 and requested to take expert advice from M&P Division, Gurugram regarding lagging or loading power factor. Forum directed the respondent SDO to brief the case of the complainant to XEN M&P, DHBVN, Gurugram. XEN/M&P DHBVN, Gurugram is also directed to attend the hearing on the next date.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO M&P was also present who requested for another date to furnish reply. Request allowed. Now to come up on the next date of hearing on 29.12.2020 for arguments.

Proceeding was held on 29.12.2020. Complainant as well as SDO Maruti were present. SDO M&P was also present and submitted the data from record.

Forum directed both the SDOs to place on record the detailed analytical report on the available data and to come up for hearing on the next date 12.01.2021.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO telephonically requested for another date to furnish reply. Request allowed.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Forum directed Xen. M&P Gurugram to attend next date of hearing for arguments and respondent SDO also to furnish reply. Now to come up on the next date of hearing on 23.02.2021 for arguments.

Proceeding was held on dated 08.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The Forum observed that the complaint and its resolution involved a larger question as to whether any penalty needs to be imposed on the consumers even when the power factor recorded in leading and not lagging. The SDO earlier had informed in another similar case that there was a circular which stipulated that leading power factor would be recorded / blocked as "1" but this circular was applicable to only Whole Current meters. The Forum decided that specific comments / reply from the office of Chief Engineer / Commercial should be obtained to finally arrive at the conclusion. As such, office of Chief Engineer Commercial through the respondent SDO is directed to come out clearly on the following issues:

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

Now to come up on the next date of hearing on 10.08.2021 for arguments.

Proceedings were held on 20.08.2021. The SDO as well as complainant as present. The SDO did not submit any reply but told that the reply from Commercial wing was still awaited. The Forum directed the SDO to get the reply urgently from Commercial wing so that the issue related to kWh and kVAh consumption. Next date of hearing is fixed at 16.09.2021.


Proceedings were held on 16.09.2021. The SDO as well as complainant as present. The SDO did not submit any reply but told that the reply from

Commercial wing was still awaited. The Forum directed Chief Engineer Commercial of DHBVN to appear in person on the next date of hearing to reply to the queries raised by the Forum in all the previous hearings. Next date of hearing is fixed at 24.09.2021.

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through vC)
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.

**(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 / 3638 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Anil Yadav, House no. 1200, Sector 23A, Near Tikona Park 1, 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. Anil Yadav, House no. 1200, Sector 23A, Near Tikona Park 1, Gurugram is consumer of DHBVN bearing account no. 2533095055 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bills he has been getting is not given the slab benefit. He approached respondent Nigam for correction 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 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 did not submit reply but assured to get the matter looked into. 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. Next date has been fixed as 01.10.2021.

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

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

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

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

CASE NUMBER	DH / CGRF / 3638 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 16.09.2021

**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. Kamal Kumar Pandey, ESSEL Towers, MG Road, 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. Kamal Kumar Pandey, ESSEL Towers, MG Road, Gurugram has filed this complaint on behalf of RWA of M/S Essel Towers, MG Road, Gurugram who are consumer of DHBVN under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating the following issues:

- i) The ACD deposited so far is not updated and therefore the demand of additional ACD is not justified
- ii) Interest on deposited ACD has not been paid or lesser than eligible interest has been paid
- iii) Penal interest should be paid on the unpaid dues so far

He approached respondent Nigam for correction 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 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 did not submit reply but assured to get the matter looked into and submit the reply by the next date of hearing. 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 submitted reply dated 16.09.2021 giving details of the benefits given to the complainant. Copy of the reply was given to the complainant. The Forum decided that a detailed discussion would be held on the next date of hearing. Next date has been fixed as 01.10.2021.

**(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 / 3628 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Col. Mani Ram Yadav on behalf of M/S Heritage One Condominium, Sector 62, Gurugram regarding billing and ACD issues

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Col. Mani Ram Yadav on behalf of M/S Heritage One Condominium, Sector 62, Gurugram Has filed this complaint on behalf of RWA of M/S HERITAGE One Condominium. Sector 62, Gurugram who are consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating the following issues:

- i) That slab of tariff should be decided after first deducting 4% units from the total consumption and the bills issued should be corrected and the excess payments made should be refunded
- ii) Penal interest should be paid on the entire ACD deposited with DHBVN for the period the interest has not been paid
- iii) Municipal Tax collected so far be refunded because the area falls outside the Municipal limits of Gurugram
- iv) That Rs. 100000/- should be paid on account of inefficiency in service

He approached respondent Nigam for correction 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 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 did not submit reply but assured to get the matter looked into and submit the reply by the next date of hearing. 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 reply but assured to get the matter looked into and submit the reply by the next date of hearing. Next date has been fixed as 01.10.2021.

**(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 / 3626 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 16.09.2021

**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. Savita Kathuria, J-3/8, 3<sup>rd</sup> Floor, 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**

Smt. Savita Kathuria, J-3/8, 3<sup>rd</sup> Floor, DLF Phase II, Gurugram has filed this complaint who is a consumer of DHBVN bearing an account number 9055497483 under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she has been served with an overcharged bill and that the excess amount charged should be refunded. She approached respondent Nigam for correction but no action was taken and therefore has requested the forum to redress his complaint.

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


Proceedings were held on 20.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 6054 dated 20.08.2021 stating that the amount to be refunded has been calculated and sent to CBO for approval and correction of the bill. 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 16.09.2021.

Proceedings were held on 16.09.2021. The SDO did not submit any fresh reply but apprised that the amount to be refunded has been calculated and sent to CBO for approval and correction of the bill. The Forum again directed the SDO to get the corrections made and deliver the corrected bill within next 15 days. Next date has been fixed as 01.10.2021.

**(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 / 3386/ 2021
DATE OF INSTITUTION	14.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021. 20.08.2021, 17.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

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

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

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

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

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

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

reading it as "1" instead of treating it at par with lagging power factor.

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

Proceedings were held on 08.04.2021. Respondent SDO vide his memo. No. 28 dated 07.04.2021 informed that reply from the office of CE/Comml., DHBVN Hisar was pending as yet. Forum directed respondent SDO to peruse with CE Commercial to get the reply on the issue well before next date. Now, to come up for hearing on 11.05.2021.

Proceedings were held on 08.07.2021. Respondent SDO as well as the complainant were present. SDO did not submit reply or the clarification from Commercial wing of DHBVN. He informed that the information was still awaited. The complainant on his part informed that apart from the pending issue of lagging and leading power factor, there was another problem which they were facing and it was that they have been getting the bills on average basis. The Forum directed the SDO to look into the matter and ensure that the bills are generated and delivered on actual reading basis. The Forum also directed SDO to peruse with CE Commercial to get the reply on the issue well before next date. Now, to come up for hearing on 10.08.2021. No coercive action be taken against the complainant till the final resolution of the case.

Proceedings were held on 20.08.2021. The SDO as well as complainant as present. The SDO did not submit any reply but told that the reply from Commercial wing was still awaited. The Forum directed the SDO to get the reply urgently from Commercial wing so that the issue related to kWh and kVAh consumption. Next date of hearing is fixed at 16.09.2021.

Proceedings were held on 16.09.2021. The SDO as well as complainant was present. The SDO did not submit any reply but told that reply from Commercial wing was still awaited. The Forum directed Chief Engineer Commercial of DHBVN to appear in person on the next date of hearing to reply to the queries raised by the Forum in all the previous hearings. Next date of hearing is fixed at 24.09.2021.

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

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

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



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

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

CASE NUMBER	DH / CGRF / 3471/2021
DATE OF INSTITUTION	08/03/2021
DATES OF HEARING	25.03.2021, 23.06.2021, 08.07.2021, 20.08.2021, 16.09.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LPHAN	MEMBER ACCOUNTS (through VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Shiv Grit Udyog, Sohna regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, Sohna  
SDO/OPERATION S/D DHBVN, Sohna

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

None from respondent SDO

## **INTERIM ORDER**

M/S Shiv Grit Udyog, Sohna has got an electricity connection bearing account no. G41-RSHT-0031 under SDO (OP) S/Divn., DHBVN, Sohna. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that bill for the month of October 2020 for an amount of Rs. 366537/- was on higher side. In spite of constant pursuance with respondent SDO, no action has been taken. He requested the forum to redress his complaint.

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

Proceeding was held on dated 25.03.2021 at Gurugram. Neither complainant nor respondent SDO were present. Forum viewed it very seriously. Forum directed the complainant and respondent SDO to ensure their presence on next date. Now to come up for next hearing on 27.04.2021.

Proceeding was held on dated 23.06.2021 at Gurugram. Complainant was present but the respondent SDO was not present. Forum viewed it very seriously. Forum directed the respondent SDO to ensure his presence on next date along with para wise reply of the complaint. Now to come up for next hearing on 22.07.2021.

Proceeding was held on dated 08.07.2021 at Gurugram. Complainant as well as representative of SDO was present SDO did not submit any reply but told that the bill of the complainant was correct. The complainant alleged that since his crusher had been lying closed for a long time, how could the bill be so high. The Forum observed that it could be case of leading power factor thereby causing big difference between kWh and kVAh. The Forum directed the respondent SDO to submit complete record of M&P checking prior to the dispute and specially on the issue whether the power factor recorded was lagging or leading. Now to come up for next hearing on 10.08.2021.

Proceeding was held on dated 20.08.2021 at Gurugram. Complainant was present but the SDO was not present. The complainant alleged that since his crusher had been lying closed for a long time, how could the bill be so high. The Forum observed that it could be case of leading power factor thereby causing big difference between kWh and kVAh. The Forum observed the


absence of SDO as serious lapse on his part and again directed the respondent SDO to submit complete record of M&P checking prior to the dispute and specially on the issue whether the power factor recorded was lagging or leading. Now to come up for next hearing on 16.09.2021.

Proceeding was held on dated 16.09.2021 at Gurugram. Complainant was present but the SDO was not present. The Forum observed the absence of SDO as serious lapse on his part and again directed the respondent SDO to submit complete record of M&P checking prior to the dispute and specially on the issue whether the power factor recorded was lagging or leading. Now to come up for next hearing on 14.10.2021.

**(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 / 3657 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	20.08.2021, 17.09.2021

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

Present:

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

In the matter of complaint of Sh. Mahesh Goyal, House no. 1042, Sector 14, 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. Mahesh Goyal, House no. 1042, Sector 14, Gurugram has filed this complaint who is a consumer of DHBVN under SDO (OP) S/Divn., DHBVN, New Palam Vihar, Gurugram having an account no. 2198650000. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bills he has been getting were not as per reading. The reading was 4048 whereas the bill has been issued for a reading of 11193. 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 complainant was present. The SDO did not submit any reply but told that he was aware of the issue and it involved another connection in the same name. Also, that he would submit detailed report by the next date of hearing. The Forum directed the SDO to place on record the consumption data of the last two years and the details of MCOs effected, if any. No coercive action be taken till final resolution of the case. Next date has been fixed as 16.09.2021.

Proceedings were held on 17.09.2021. The SDO was not present but the complainant was present. The Forum directed the SDO to place on record the consumption data of the last two years and the details of MCOs effected, if any. No coercive action be taken till final resolution of the case. Next date has been fixed as 01.10.2021.

**(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

**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.

**(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

**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. The 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.

**(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

**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.

**(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 / 3728 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	16.09.2021

**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 Rajdhani Syntex Pvt. Ltd., Plot no. 758, Pace City II, Sector 37, Gurugram regarding non refund of ACD

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

M/S Rajdhani Syntex Pvt. Ltd., Plot no. 758, Pace City II, Sector 37, Gurugram is consumer of DHBVN with account no. 2442270000 under SDO (OP) S/Divn., DHBVN, Kadipur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they had got the load reduced from 300 kW to 70 kW in March 2020 but the excess ACD has not been adjusted in the bill despite repeated assurances from the subdivision. 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.

**(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

**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.

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

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

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