	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3603 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	13.07.2021, 20.08.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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


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

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted consumption data of the last two years which was discussed during the hearing. The Forum observed that the consumption data did not indicate any difference in the consumption pattern specifically with reference to the period of dispute as told by the complainant. The complainant again argued that a man of DHBVN Mr. Pankaj Mishra had told her that the connection of her meter had been wrongly used by the upper floor resident. The Forum observed that there was no proof available with regards to claim of the complainant but still the SDO was directed by Forum to get the claim of complainant verified from the area JE and put up a report in this regard on the next date of hearing. SDO was also directed to get the meter checked from M&P after following necessary procedure and place the facts on record by the next date. No coercive action should be taken till final disposal of the case. Next date has been fixed as 09.09.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3648 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	13.07.2021, 20.08.2021

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

Present:

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

In the matter of complaint of M/S IDEA Cellular, Building no. 10 B, 8th 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, 8th 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3614 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	13.07.2021, 20.08.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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


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

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2164 dated 19.08.2021 annexing thereby the consumption data of the last 5 years. Copy of this data was given to the consumer also to go through it. The Forum observed that the dispute which had arisen in November 2019 due to installation of new smart meter has not been addressed by the Nigam. The SDO was directed to look into the matter and submit the necessary corrections proposed in the mistake which is evident from the consumption data. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3584 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	13.07.2021, 20.08.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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


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

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply. The Forum again directed the SDO to submit issue wise reply and to submit details of all the meters changed during last 3 years long with data of meter removed and installed. No coercive action to be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3558 / 2021
DATE OF INSTITUTION	27.04.2021
DATES OF HEARING	13.07.2021, 20.08.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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


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

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO had submitted reply vide memo no. 1809 dated 12.07.2021 stating the issues raised by the complainant have been redressed and a case for refund of Rs. 26393/- has been sent to CBO for approval. The Forum had directed the SDO to place on record of calculation of Rs. 26393/- and the details of MCOs effected. The complainant on his own submitted the calculation details which were not matching with the refund details intimated by the subdivision. Copy of this detail was given to the SDO and was asked to check up and make necessary corrections if any. No coercive action should be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3613 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	13.07.2021, 20.08.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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


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

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply. The Forum was not satisfied with the casual approach of the subdivision. The SDO was again directed to submit detailed reply along with details of amount charged first, then its refund and then charging again along with copies of half margins in this regard. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3575 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	13.07.2021, 20.08.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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


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

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2174 dated 20.08.2021 annexing thereby consumption data and the details of payments made. Copy was also given to the complainant. The SDO was again directed to submit detailed reply specifically mentioning the actual date of change of meter, actual date of MCO up-dation in the billing software, reading of the removed meter and the current meter reading. Also, the details of bills issued during last one year. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3647 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	13.07.2021, 20.08.2021

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

Present:

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

In the matter of complaint of Sh. 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 ha; 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3658 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of 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 DHVN 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 f inadequacy against the developer, overall as well as specifically against South City I.

Next date has been fixed as 16.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3652 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3629 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Sh. 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 complainant 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3627 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Sh. Surender Jain, House no. 662, Sector 40, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Surender Jain, House no. 662, Sector 40, Gurugram is consumer of DHBVN bearing account no. 2108170000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that for the period they had already paid the bills, a new bill has been generated thereby causing unnecessary demand and without any detailed calculation. 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. 2167 dated 19.08.2021 stating that due to non-updation of the account in RAPDRP system, the bill had to be generated again but while charging, there occurred a difference between the amount chargeable and the charged. The Forum directed the SDO to provide detail of the charging and calculation of additional interest by the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3692 / 2021
DATE OF INSTITUTION	06.08.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Sh. Bal Kishan Kaushik, House no. 2, Gali No. 4, Sheetla Colony, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Bal Kishan Kaushik, House no. 2, Gali No. 4, Sheetla Colony, Gurugram is consumer of DHBVN bearing account no. 7564240000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that in the month of June 2021, he received a bill in which an arrear of Rs. 449252.85 has been shown against a meter which had been replaced long back as defective. That despite his repeated persuasion with the subdivision, no action to take out the amount has been taken so far. He has requested the forum to redress his complaint.


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

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. Ch-1/Forum 3692/GGN/2021 dated 06.08.2021 attaching the copy of half margin. The reply was not satisfactory. The Forum directed the SDO to submit the detail of M&P report, any other record available in his office and the consumption data of the last 2 years and the data after replacement of meter up to date. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3649 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	20.08.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3648 / 2021
DATE OF INSTITUTION	06.08.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Sh. Sandeep Jain, House no. 310, 1st Floor, Sector 15, Part I, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Sandeep Jain, House no. 310, 1st Floor, Sector 15, Part I, Gurugram is consumer of DHBVN bearing account no. 2685160814 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been getting bills on average basis and without any reading and wants that his bill be corrected as per readings / actual consumption recorded in the meter. That despite his repeated persuasion with the subdivision, no action to take out the amount has been taken so far. He has requested the forum to redress his complaint.


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

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1124 dated 20.08.2021 stating that the bills were as per actual readings only. Copy of reply was given to the complainant and asked to submit his version on the said reply. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3631 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Sh. Ramesh Kumar, House no. 418, Sector 12 A,
 Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Ramesh Kumar, House no. 418, Sector 12 A, Gurugram is consumer of DHBVN bearing account no. 4981730000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that in the month of March 2021, he received a bill which had an arrear of more than Rs. 3 lacs stated to be for the period November 2020 to March 2021. That the bill was totally unjustified. That despite his repeated persuasion with the subdivision, no action to take out the amount has been taken so far. He has requested the forum to redress his complaint.


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

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1123 dated 20.08.2021 stating that the bills were as per actual readings only and that the CBO also had closed the case. The Forum observed that the details were not sufficient to reach at any conclusion. Copy of this reply was given to complainant as well. The Forum directed both the parties to come prepared for detailed arguments on the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3639 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Naveen Kataria, House no. 383 / 12 Biswa, Sheetla Mata Mandir, Gurugram is consumer of DHBVN bearing account no. 1014640000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

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


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

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1121 dated 20.08.2021 stating that the bills were as per actual readings only and correct. Copy of the reply was given to complainant also and he was asked to go through the details provided by the subdivision. The Forum observed that the details were not sufficient to reach at any conclusion. The Forum directed both the parties to come prepared for detailed arguments on the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3640 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3612 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	08.07.2021, 20.08.2021

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

Present:

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

In the matter of complaint of Sh. R C Aggarwal, 180, Sector 5, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. R C Aggarwal, 180, Sector 5, Gurugram is consumer of DHBVN bearing account no. 3962510000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating an amount which had been removed from his account after due verification by the subdivision has again been put in his account and he has again started getting wrong bills. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 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. 833 dated 08.07.2021 stating that they had sent the case to CBO but it has been returned back with the remarks that it should be got audited from local audit party. Therefore, the case would be processed for local audit and rectification thereof. The Forum directed the SDO to take up the matter with local audit party and get the matter resolved in next 15 days. 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 submitted reply vide memo no. 1122 dated 20.08.2021 giving the detail of refunds approved by the CBO and the correction of bill. Copy of this detail was given to the complainant also. The Forum asked the complainant to go through the detail so provided by the Nigam and come up with his set of understanding and the refunded amount. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3606 / 2021
DATE OF INSTITUTION	21.04.2021
DATES OF HEARING	08.07.2021, 20.08.2021

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

Present:

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

In the matter of complaint of Smt. Amarjeet Kaur, 101/11, Subhash Nagar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Amarjeet Kaur, 101/11, Subhash Nagar, Gurugram is consumer of DHBVN bearing account no. 6458540000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she had applied for bill settlement in the Bill Settlement Scheme and had got the revised dues which she paid in time. But the amount which had been withdrawn from the bill at that time as per provisions of the scheme are coming again and again levied in the bills. She has approached respondent Nigam for final withdrawal of the amount but no action has been taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 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.834 dated 08.07.2021 stating that the case had been sent to CBO but it has been received back with the remarks that the case under BSS should be sent through operation division. The Forum directed the SDO to take up the matter personally with XEN office and the CBO and get the corrections made before the next date of hearing. Next date has been fixed as 10.08.2021.

Proceedings were held on 20.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply but stated that the case would be sent to CBO through operation division in next 10 days. The Forum directed the SDO to take up the matter personally with XEN office and the CBO and get the corrections made before the next date of hearing. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3694 / 2021
DATE OF INSTITUTION	06.08.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Sh. 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
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: www.dhbvn.org.in (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

**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. 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3615 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	08.07.2021, 20.08.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3617 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021, 20.08.2021

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

Present:

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

In the matter of complaint of 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3638 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Sh. 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3638 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Sh. 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3628 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3626 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Smt. Savita Kathuria, J-3/8, 3rd 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, 3rd 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

Proceedings were held on 10.03.2021. The Forum observed that the complaint and its resolution 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM
	HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)

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

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

Present:

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

In the matter of complaint of 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3681 / 2021
DATE OF INSTITUTION	26.07.2021
DATES OF HEARING	20.08.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3696 / 2021
DATE OF INSTITUTION	12.08.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Smt. Sonal Srivastava, W 103 SF, Wood Stock, Nirvana Country, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Sonal Srivastava, W 103 SF, Wood Stock, Nirvana Country, Gurugram has filed this complaint who is a consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram having an account no. 1946597850. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bills she has been getting were not as per reading and were erratic not commensurate to the consumption she makes every month. 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 was present but the complainant was not present. The SDO submitted reply vide memo no. 670 dated 20.08.2021 stating that the matter has been checked up and the bills issued have been found as correct. 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. The Forum also directed the complainant to be present on the next date of hearing. taken up with RAPDRP and the necessary corrections would be made shortly. The Forum directed the SDO to get the corrections made and deliver the corrected bill within next 15 days. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3602 / 2021
DATE OF INSTITUTION	16.06.2021
DATES OF HEARING	08.07.2021, 20.08.2021

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

Present:

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

In the matter of complaint of Sh. Sunil Kumar, 1/5 Milestone, Khandsa Road, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Sunil Kumar, 1/5 Milestone, Khandsa Road, Gurugram is consumer of DHBVN bearing account no. 4532560000 under SDO (OP) S/Divn., DHBVN, Kadipur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that DHBVN did not give benefit of TOU as promised in their circular and also interest has been charged on the amount which deserve refund. Both the charging are therefore incorrect for which the responsibility lies on DHBVN.

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 requested for another date for filing reply and making necessary corrections. 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 apprised that his office had taken up the matter with CBO from where the resolution was still to come. He requested for another date for filing reply and making necessary corrections. Next date has been fixed as 16.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3657 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Sh. 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3630 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021

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

Present:

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

In the matter of complaint of Sh. Dharam Pal, 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

Sh. Dharam Pal, 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. 1616730000. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that from March 2021, he has not been getting bills as per reading. One bill he got was for Rs. 15000/- whereas for the same period, another bill he got was for Rs. 17000/- the bills he has been getting were not as per reading. 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 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 one year and the billing details. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson