	<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 / 3567 / 2021
DATE OF INSTITUTION	08.06.2021
DATES OF HEARING	23.06.2021, 08.07.2021, 22.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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

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

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


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

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

(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 / 3548 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021, 22.07.2021

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

Present:

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

In the matter of complaint of Sh. Mahavir Singh, C-181, SF, Block C, Sector 50, Mayfield Garden, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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


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

Proceedings were held on 22.07.2021. The SDO as well as the complainant were present. The SDO did not submit reply but told that the bill was correct and as per reading only. The complainant was not satisfied. The Forum directed the SDO to place on record the consumption data from November 2018 to November 2019 and then up to date. Also, to get the meter working checked along with details of payments made since November 2019. Next date has been fixed as 10.08.2021

(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 / 3600 / 2021
DATE OF INSTITUTION	18.06.2021
DATES OF HEARING	08.07.2021, 22.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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


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

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

(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 / 3618 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021, 22.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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


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

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

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

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

Present:

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

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

..... Complainant / Petitioner

Vs.

XEN/OP City Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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

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

seriously. SDO was directed to submit detailed reply specifically on the queries and issues raised in the hearing dated 23.02.2021 i.e. to submit detailed M&P report showing the period of legging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 27.04.2021.


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

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

(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 / 3385 / 2021
DATE OF INSTITUTION	11.01.2021
DATES OF HEARING	27.01.2021, 23.02.2021, 10.03.2021, 25.03.2021, 23.06.2021, 22.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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

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

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

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


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

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

(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 / 3434 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021, 10.03.2021, 25.03.2021, 22.07.2021

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

Present:

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

In the matter of complaint of Col. R.K. Sharma, President, RWA Mayfield, B-Block, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Col. R.K. Sharma, President, RWA Mayfield, B-Block, Gurugram is a consumer of DHBVN bearing account no. 6319950000 under SDO (OP) S/Divn., DHBVN, South City, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his meter was replaced in Aug., 2019 and the bill issued for Jan., 2021 was for Rs.142300/- which was abnormally high and wrong. He approached the respondent SDO for redressal of his grievance but no action has been taken. He requested Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 23.02.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 23.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply. Forum directed the respondent SDO to trace out old meter and verify actual final reading. Also get retrieved the reading of new meter since date of installation to date and submit detailed reply in this regard.

Proceedings were held on 10.03.2021. Complainant as well as SDO was present. The SDO requested for another date for submission of detailed reply. Next date of hearing is fixed for 25.03.2021

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

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

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Not present

For the Respondent None of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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

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

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

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

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

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


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

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

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

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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


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

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

(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 / 3470 / 2021
DATE OF INSTITUTION	08/03/2021
DATES OF HEARING	25.03.2021, 23.06.2021, 22.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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

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


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

Proceeding was held on dated 22.07.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The complainant through its counsel submitted an amended petition with some additional issues. Forum directed the respondent SDO to reply in detail on the issues raised in the petition with reference to the HERC regulations in each one of them. Now to come up on next date of hearing on 10.08.2021.

(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 / 3565 / 2021
DATE OF INSTITUTION	08.06.2021
DATES OF HEARING	23.06.2021, 22.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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


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

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

(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 / 3546 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	23.06.2021, 22.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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


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

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

(MANOJ YADAV)
Member Technical

(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 / 3515 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 22.07.2021

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

Present:

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

In the matter of complaint of Mr. Gyan Chand, 1569, Wazirabad, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

SDO/OP South City S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Mr. Gyan Chand, 1569, Wazirabad, Gurugram is a consumer of DHBVN bearing account no. 7942170000 under SDO (OP) South City S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that an amount of Rs. 72109/- has been charged again on the report of audit team despite the fact that the subdivision themselves had earlier charged it wrongly and had withdrawn also. This charging again is now not being withdrawn and the subdivision has not been listening to his grievances. He approached the respondent Nigam for rectification but, no action has been taken. He has requested the forum to redress his complaint.

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


Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 1343 dated 06.06.2021 stating that the bill was correct and the charging was not incorrect. The complainant was not satisfied. The Forum directed the SDO to submit detailed reply along with 3 years' consumption data up to date and also the copy of MCO and screen shot, if any, of the meter. Now to come up for hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 1864 dated 22.07.2021 giving the consumption data. The Forum directed the SDO to overhaul the account on the basis of previous year consumption instead of future data and place on record the calculation by the next date of hearing and also the copy of MCO and screen shot, if any, of the meter. Now to come up for hearing on 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3519 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 22.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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


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

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

(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 / 3531 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 22.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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


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

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

(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 / 3573 / 2021
DATE OF INSTITUTION	08.06.2021
DATES OF HEARING	23.06.2021, 22.07.2021

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

Present:

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

In the matter of complaint of Mr. Kuldeep Singh Kohli, H. No. 888, Sector 17-B, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Mr. Kuldeep Singh Kohli, H. No. 888, Sector 17-B, Gurugram is a consumer of DHBVN bearing account no. 4548760000 under SDO (OP) Maruti S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that erroneous/excessive billing has been issued to him. One after the other, neither his solar connection has been correctly updated and also, his bills have been generated on average basis. He has approached the respondent Nigam for rectification but no action has been taken. He has requested the forum to redress his complaint.

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


Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and respondent SDO were present. The SDO submitted reply vide no. 1875 dated 23.06.2021 stating that necessary corrections had been made and the the bill last issued to the complainant for more than Rs. 6 lacs was correct and payable. The complainant disputed the reply of SDO and asked for complete details of charging and the adjustment of the solar net metering. The Forum observed that the reply submitted by SDO was not convincing and lacked some basic flaws. The Forum directed the SDO to check up the record and place before the Forum along with complete details to the complainant. The complainant was also asked to see for any deficiencies in the corrections made by the subdivision. Now to come up for hearing on 22.07.2021.

Proceeding was held on 22.07.2021 at Gurugram. Complainant and respondent SDO were present. The SDO did not submit any fresh reply but told that the account had been overhauled and the complainant had deposited the due amount. But the complainant told that despite the payment he made, the account was still showing the same amount. The Forum directed SDO to check up and ensure that the corrected bill is delivered to the complainant before the next date of hearing. Now to come up for hearing on 10.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3653 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	22.07.2021

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

Present:

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

In the matter of complaint of Smt. Manju Mangla, H. No. 608, Sector 31, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Smt. Manju Mangla, H. No. 608, Sector 31, Gurugram is a consumer of DHBVN bearing account no. 2077270000 under SDO (OP) South City S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that after his meter was replaced with smart meter in March 2020, he has not been getting correct bills and abnormally high amounts have been put in his bills. He approached the respondent Nigam for rectification but no action has been taken. He has requested the forum to redress his complaint.


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

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 1863 dated 22.07.2021 stating that the MCO, which had been updated late has now been updated from the actual date of replacement in March 2020 and a refund entry of Rs. 45250/- has been approved and hence the grievance of the complainant has been resolved. But the consumer disputed the last reading of the old meter which was also a matter of dispute about which there is no mention in SDO's reply. The Forum directed the Subdivision to place on record the proof of the last reading on which the previous meter had been removed by L&T. It would be discussed in the next hearing. Next date of hearing is 10.08.2021.

(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 / 3654 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	22.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

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

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


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

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

(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 / 3637 / 2021
DATE OF INSTITUTION	23.06.2021
DATES OF HEARING	22.07.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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

Proceeding was held on 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any reply but requested for another date. No coercive action be taken till further directions. Now to come up for hearing on 10.08.201.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson