



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)

CASE NUMBER	DH / CGRF / 3157 / 2020
DATE OF INSTITUTION	31.08.2020
DATES OF HEARING	25.09.20, 27.10.20, 10.11.20, 01.12.2020, 29.12.2020, 27.01.2021 & 23.02.2021

**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 Time Residents RWA through Sh. B P Aggarwal Advocate,
B-5/179, Safdarjung Enclave, New Delhi regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP, DHBVN, SOHNA
SDO/OP S/D BADSHAHPUR, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

INTERIM ORDER

M/s Time Residents RWA through Sh. B.P. Aggarwal, Advocate, B-5/179, Safdarjang Enclave, New Delhi are the consumers of DHBVN bearing account no. G22-BPHT-0165 under SDO (OP) S/Divn., DHBVN, Badshahpur. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that respondent SDO has not given 4% rebate on units, slab benefit for 600 dwelling units and interest on ACD, which was wrong. He 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 25.09.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 25.09.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 183 dated 24.09.2020 stating that the complainant has not submitted the floor area details which was required as per sales circular no. 16/2017. In such a situation, load per flat cannot be worked out. Otherwise also on average basis, load of 600 dwelling units should be around 2400 kW. Since the complainant was neither a builder nor disclosed total load/occupancy, the slab benefit cannot be given. The benefit of 4% rebate on units consumed is already given. So far as interest on ACD is concerned, complainant had deposited ACD of Rs.3038000/-, however the complainant had applied for a load of 2493 kW and deposited ACD for that load. Presently, his partial load sanctioned/released is only 1000 kW, as such, interest on ACD for Rs.750000/- is admissible which comes to Rs.57376/- and the same has been refunded vide SC&AR No.298/55R. The same will be reflected in the next bill. Complainant was not satisfied with the reply of the respondent SDO. Respondent SDO was directed to submit his reply along with the instructions regarding not allowing interest on total ACD deposited, nos. of dwelling units as per A&A and presently available after due site verification and the instructions for allowing 4% rebate on SOP only. No coercive action should be taken till final order in this case.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 392 dated 07.10.2020 stating that interest on balance ACD amount has been prepared as Rs.175031/- and refund processed vide SC&AR No.300/55R and the same would be reflected in the next bill. Rebate of 4% of billed units already allowed in the last bill. So far as benefit of slab on 600 dwelling units is concerned, the same will be given after availing full/ultimate sanctioned load by the complainant as he is availing partial load of 1000 kW as on date. Further that the complainant has also not submitted the actual occupancy of flats by the residents. Complainant was not satisfied with the reply of the respondent SDO. He argued that interest on ACD and penal interest thereon has not been given as yet. Respondent SDO was directed to submit detail of ACD interest & penal interest paid/to be paid as per instructions since date of connection to date. Also to provide instructions under which slab benefit is not admissible in case of availing of partial load. Complainant was also directed to submit occupancy certificate/other due formalities to respondent SDO within seven days.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. However, representative of respondent SDO informed that interest on ACD and 4% rebate on units billed has been given to the complainant. Complainant was not satisfied. Forum directed the respondent SDO to submit detail of ACD interest & penal interest paid/to be paid as per instructions from the date of connection up to date. Also, to provide instructions under which slab benefit is not admissible in case only partial load has been availed. Forum also directed the respondent SDO to appear personally on the next date of hearing on 27.11.2020.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit reply. However, he placed on record copy of bill for the month of Oct. 2020 showing allowance of interest on ACD for Rs.357057/- and further intimated that due to

non production of bill issued to the residents of the society, he could not verify the nos. of dwelling units since the date of connection to FY 2019-20. Forum directed the complainant to provide detail of bills issued to the residents of the society on yearly basis and respondent SDO was also directed to verify the same and allow slab benefit accordingly. Also, to provide detail of ACD interest & penal interest paid/to be paid as per instructions from the date of connection up to date. SDO to appear personally with detailed reply on the next date of hearing on 29.12.2020.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been emailed to respondent SDO. Respondent SDO informed that he could not verify the nos. of dwelling units/flats due to non cooperation from society end. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. Also, SDO was directed to provide detail of ACD interest & penal interest paid/to be paid as per instructions from the date of connection up to date. SDO to appear personally with detailed reply on the next date of hearing on 27.01.2021.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been emailed to respondent SDO first time on 12.12.2020 and again on 21.01.2021. Forum observed that respondent SDO is not serious towards redressal of complaint and NOT attending the directions of Forum, which is viewed very seriously. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. Also, SDO was directed to provide detail of ACD interest & penal interest paid/to be paid as per instructions from the date of connection up to date. SDO to appear personally with detailed reply on the next date of hearing on 23.02.2021.

Proceeding was held on dated 23.02.2021 at Gurugram. Representative of complainant and respondent SDO were present. SDO submitted reply vide no. 2353 9.2.2021 vide which he furnished the detail of interest paid on ACD. He further stated that his office representative was deputed to verify the billing record but representative of society did not provide the same. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3138 / 2020
DATE OF INSTITUTION	24.08.2020
DATES OF HEARING	09.09.2020, 08.10.2020, 10.11.2020, 01.12.2020, 29.12.2020,27.01.2021 & 23.02.2021

**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. Pankaj Singla, Director MAPSKO Builder Pvt. Ltd. through Sh. B P Aggarwal Advocate, H No. 52, North Avenue Road, Punjabi Bagh, New Delhi regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION MANESAR, DHBVN, GURUGRAM
SDO/OPERATION MANESAR S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Pankaj Singla, Director M/s MAPSKO Builder Pvt. Ltd., through Sh. B.P. Aggarwal, Advocate, H.No.52, North Avenue Road, Punjabi Bagh (West), New Delhi has been the consumer of DHBVN bearing account no. G31-BSHT-0072 under SDO (OP) S/Divn., DHBVN, Manesar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that respondent SDO had not allowed the slab benefit for 981 dwelling units right since the date of connection, the 4% rebate on units and also not paying interest on security along with penal interest as per sales circular no. D29/2016. 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 9.9.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1587 dated 08.09.2020 stating that after receiving the complaint, the matter was discussed with the complainant and was asked to submit affidavit to get the nos. of flats updated but till date i.e. 08.09.2020 the complainant had not submitted an affidavit. Secondly, the rebate of 4% units was being given to the complainant in each bill as per Nigam norms. However, interest on ACD would be given in the bills of next month through M/s Hartron (billing agency). Complainant was satisfied with regard to 4% rebate on units being already given. The Forum directed the respondent SDO to get the nos. of dwelling units verified from the A&A form/relevant documents. If not available, then seek the said information from the complainant in writing within 3 days and ensure the allowance of rebate as per dwelling units and interest on ACD with penal interest before next date of hearing.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 2162 dated 7.10.2020 stating that as per the information provided by complainant dt. 26.9.2020, 312 nos. dwelling units have been updated and the interest on ACD for FY 2019-20 has been paid and also reflected in the bill issued for the month of Sep. 2020 and copy placed on record. Balance interest on ACD for previous FY shall also be allowed in next bill. Complainant was not satisfied and argued that as on date, the nos. of dwelling units were 981 whereas 312 nos. dwelling units were there on dated 01.12.2017. Complainant was directed to submit an affidavit showing nos. of dwelling units as on date to respondent SDO within 3 days. The Forum directed the respondent SDO to get nos. of dwelling units verified physically and update, ensure the allowance of rebate as per actual dwelling units and interest on ACD prior to FY 2019-20 with penal interest as per instructions before next date of hearing.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 3049 dated 06.11.2020 stating that the complainant had submitted an affidavit showing number of dwelling units on dated 30.10.2020 and area In-charge JE physically visited the site and verified the dwelling units as on date and the information has also been updated. He also submitted that interest on ACD has also been given to the complainant in the bill for the month of September & October-2020. Copies placed on record. Complainant not satisfied, he argued that slab benefit has not been granted since the date of connection to date and detail of interest / penal interest on ACD also not provided. Representative of respondent SDO was not aware about the facts. The Forum directed the respondent SDO to ensure the allowance of rebate as per actual dwelling units since the date of connection to date and detail of

interest on ACD with penal interest as per instructions be provided before the next date of hearing. Respondent SDO was also directed to appear personally on next date of hearing on 27.11.2020.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo no. 3609 dated 01.12.2020 stating that the complainant availed partial load (1000 kVA) against ultimate load (5530 kVA) as applied by him and the same was released on 15.12.2017. But no information about nos. of flats occupied by the applicants has been provided as yet. However, as per affidavit submitted on dated 29.10.2020, he stated that 312, 699 & 826 flats had been occupied as on date 1.12.2017, 31.12.2018 and 31.12.2019 but, no proof in this regard has been submitted by him as yet. Interest on ACD has already been given and the detail thereof is now placed on record. Forum directed the complainant to provide detail of bills issued to the residents of the society on yearly basis and the respondent SDO was also directed to verify the same and allow slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 29.12.2020.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been emailed to respondent SDO. Respondent SDO informed that he could not verify the nos. of dwelling units/flats due to non cooperation from society end. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 27.01.2021.


Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been has again been emailed to respondent SDO. Forum observed that respondent SDO was not serious towards redressal of complaint and not attending to the directions of Forum, which was viewed very seriously. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 23.02.2021.

Proceeding was held on dated 23.02.2021 at Gurugram. Representative of complainant and respondent SDO were present. SDO did not submit reply. However, he informed that all the requisite detail of flats and electricity bill issued to flat owners has been received from complainant and requested for another date to verify the same. Forum directed respondent SDO to verify and allow slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 25.03.2021.

(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 / 3146 / 2020
DATE OF INSTITUTION	25.08.2020
DATES OF HEARING	09.09.2020, 08.10.2020, 10.11.2020, 01.12.2020, 29.12.2020, 27.01.2021 & 23.02.2021

**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. Pankaj Singla, Director MAPSKO Builder Pvt. Ltd. through Sh. B P Aggarwal Advocate, H No. 52, North Avenue Road, Punjabi Bagh, New Delhi regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION MANESAR DHBVN, GURUGRAM
SDO/OPERATION MANESAR S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Pankaj Singla, Director M/s MAPSKO Builder Pvt. Ltd., through Sh. B.P. Aggarwal, Advocate, H.No.52, North Avenue Road, Punjabi Bagh (West), New Delhi has been the consumer of DHBVN bearing account no. G31-BSHT-0073 under SDO (OP) S/Divn., DHBVN, Manesar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that respondent SDO had not allowed the slab benefit for 1128 dwelling units right since the date of connection, the 4% rebate on units and also not paying interest on security along with penal interest as per sales circular no. D29/2016. 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 9.9.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 1586 dated 08.09.2020 stating that after receiving the complaint, the matter was discussed with the complainant and was asked to submit affidavit to get the nos. of flats updated but till date i.e. 08.09.2020, the complainant had not submitted the affidavit. Secondly, rebate of 4% units was being given to the complainant in each bill as per Nigam norms. However, interest on ACD would be given in the bills of next month through M/s Hartron (billing agency). Complainant was satisfied with regard to 4% rebate on units being already given. The Forum directed the respondent SDO to get the nos. of dwelling units verified from the A&A form / relevant documents. If not available, then seek the said information from the complainant writing within 3 days and ensure the allowance of rebate as per dwelling units and interest on ACD with penal interest before next date of hearing.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 2163 dated 7.10.2020 stating therein that as per the information provided by complainant dt. 26.9.2020, 712 nos. dwelling units have been updated and the interest on ACD for FY 2019-20 has been paid and also reflected in the bill issued for the month of Sep., 2020, copy placed on record. Balance interest on ACD for previous FY shall also be allowed in next bill. Complainant was not satisfied and argued that as on date, nos. of dwelling units were 1128. 712 no. dwelling units were on dated 1.12.2017. Complainant was directed to submit an affidavit showing nos. of dwelling units as on date to respondent SDO within 3 days. The Forum directed the respondent SDO to get nos. of dwelling units verified physically and update, ensure the allowance of rebate as per actual dwelling units and interest on ACD prior to FY 2019-20 with penal interest as per instructions before next date of hearing.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 3050 dated 06.11.2020 stating that the complainant submitted an affidavit showing number of dwelling units on dated 30.10.2020 and area in-charge JE physically visited the site and verified the dwelling units as on date and the information has also been updated. He also submitted that interest on ACD has also been given to the complainant in the bill for the month of September. Copy placed on record. Complainant not satisfied, he argued that slab benefit has not been granted since the date of connection to date and detail of interest/ penal interest on ACD also not provided. Representative of respondent SDO was not aware about the facts. The Forum directed the respondent SDO to ensure the allowance of rebate as per actual dwelling units since the date of connection till date and detail of interest on ACD with penal interest as per instructions be provided before the next date of hearing. Respondent SDO

is also directed to appear personally on next date of hearing on 27.11.2020.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo no. 3610 dated 01.12.2020 stating that the complainant had availed partial load (1000 kVA) against an ultimate load (5940 kVA) as applied by him and as released on 15.12.2017. But the information about nos. of flats occupied by the applicants has not been provided as yet. However, as per affidavit submitted on dated 29.10.2020, he stated that 712, 985 & 1041 flats had been occupied as on date 1.12.2017, 31.12.2018 and 31.12.2019 but no proof in this regard has been submitted by him as yet. Interest on ACD has already been given and the detail thereof is now placed on record. Forum directed the complainant to provide detail of bills issued to the residents of the society on yearly basis and the respondent SDO was directed to verify the same and allow slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 29.12.2020.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been emailed to respondent SDO. Respondent SDO informed that he could not verify the nos. of dwelling units/flats due to non cooperation from society end. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 27.01.2021.

Proceeding was held on dated 27.1.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Complainant informed that requisite detail of flats and electricity bill issued to flat owners has been has again been emailed to respondent SDO. Forum observed that respondent SDO is not serious towards redressal of complaint and attending directions of Forum, which is viewed very seriously. Forum directed the counsel of the complainant to coordinate with respondent SDO so as to verify the dwelling units and allowing slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 23.02.2021.

Proceeding was held on dated 23.02.2021 at Gurugram. Representative of complainant and respondent SDO were present. SDO did not submit reply. However, he informed that all the requisite detail of flats and electricity bill issued to flat owners has been received from complainant and requested for another date to verify the same. Forum directed respondent SDO to verify and allow slab benefit accordingly. SDO to appear personally with detailed reply on the next date of hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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
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CASE NUMBER	DH / CGRF / 3159 / 2020
DATE OF INSTITUTION	03.09.2020
DATES OF HEARING	25.09.2020, 27.10.2020, 01.12.2020, 29.12.2020, 27.01.2021 & 23.2.2021

**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 M/s JMK Warehouse Pvt. Ltd., Village Jamalpur, Gurugram regarding refund of service connection charges

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/s JMK Warehouse Pvt. Ltd., Village Jamalpur, Gurugram has been the consumer of DHBVN bearing account no. BLS-151 under SDO (OP) S/Divn., DHBVN, Borakalan. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that fixed service charges as paid earlier at the time of release of connection on 5.4.2019 has not been refunded by respondent Nigam even when he has erected his own independent feeder at his own cost. 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 25.09.2020 at Gurugram for hearing of the case.

Proceedings were held on dated 25.09.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 1944 dated 17.09.2020 stating that the said connection having sanctioned load 498 kW(NDS category) was originally released on 5.8.2019 on 11kV Baslambi RDS feeder. After that, the complainant requested for change of supply source through Independent feeder. The estimate got sanctioned from competent authority, work was carried out by the complainant under self-execution scheme and the connection was shifted and energized through 11kV independent feeder from 66kV S/S Jamalpur on 21.05.2020 vide MT1 no. 91/1383. Initially, the connection was released on 11kv Baslambi RDS feeder, hence, Rs.996000/- service connection charges @ Rs.2000/- per kVA were got deposited as per guidelines of Nigam. So, the charges claimed are not refundable. Complainant was not satisfied with the reply of respondent SDO and requested for another date to submit counter reply. Request allowed.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was not present but respondent SDO was present. Complainant is given last opportunity to appear before Forum along with counter reply/rejoinder. Now to come on next date of hearing on 27.11.2020.

Proceeding was held on dated 01.12.2020 at Gurugram. Representative of both complainant and respondent SDO were present. Both requested for another date. Request allowed.

Proceeding was held on dated 29.12.2020 at Gurugram. Neither the complainant nor the respondent SDO were present. Both were directed as last opportunity to appear before the Forum on next date of hearing on 27.01.2021.


Proceeding was held on dated 27.01.2021 at Gurugram. Representative of complainant was present as well as the respondent SDO was present. Complainant requested for another date. Request allowed.

Proceeding was held on dated 23.02.2021 at Gurugram. Representative of complainant as well as of the respondent SDO were present. Complainant argued that he has incurred handsome expenditure while getting the connection released from 11kV RDS feeder and again while getting the connection on 21.5.2020 through 11kV independent feeder under self execution scheme. Hence, Rs.996000/- as deposited in lieu of service connection charges should be refunded. Forum directed the respondent SDO to intimate the expenditure incurred by the complainant while releasing connections on 5.8.2019 through RDS feeder. Now to come on next date of hearing on 9.3.2021.

(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 / 3224 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020, 01.12.2020, 29.12.2020, 27.1.20&23.2.21

**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 Dr. Lalit Kapur, Flat No.1103, Chintel Paradiso, Sector-109, Babupur, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION CITY, DHBVN, GURUGRAM
 SDO/OPERATION S/D NEW PALAM VIHAR, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Dr. Lalit Kapur, Flat No.1103, Chintel Paradiso, Sector-109, Babupur, Gurugram has been the consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Palm Vihar, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint as per HERC regulation 49 of 2020 seeking to pass the direction to the respondent Nigam and builder M/s Chintel India Ltd. to follow single point supply regulations of 2020 and charge tariff / have transparency. He has requested the forum to redress his complaint.

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

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit reply. Forum directed respondent SDO to send copy of complaint to the builder/RWA of GHS seeking their reply on the complaint stipulating the period not more than 7 days. SDO was also directed to depute area in charge/JE to verify the facts of complaint as per HERC notification dated 22.4.2020 and thereafter submit detailed reply to the Forum with a copy to complainant before the date of hearing.

Proceeding was held on dated 01.12.2020 at Gurugram. Neither complainant nor respondent SDO was present, which has been viewed seriously by the Forum. Forum directed respondent SDO to ensure compliance of earlier directions and his personal presence with detailed reply on next date of hearing.

Proceeding was held on dated 29.12.2020 at Gurugram. Neither complainant nor respondent SDO was present, which has been viewed seriously by the Forum. Forum directed respondent SDO as last opportunity to ensure compliance of earlier directions and his personal presence with detailed reply on next date of hearing. Now to come on the next date of hearing on dated 27.01.2020.


Proceeding was held on dated 27.01.2021 at Gurugram. Complainant was not present but respondent SDO was present. Respondent SDO requested for another date. Request allowed. Forum directed respondent SDO as last opportunity to ensure compliance of earlier directions and his personal presence with detailed reply on next date of hearing.

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted reply vide no. 8229 dated 23.2.2021 stating that as per direction of the Forum, a notice was served upon RWA of the society and president RWA informed that they had installed pre-paid meter as per scheme approved by DHBVN and raising the bills to the residents monthly. He further stated that DHBVN has given BLDS single connection and the dispute is between the complainant and RWA regarding billing and service charges. Reply of respondent SDO is not satisfactory. Forum directed respondent SDO to ensure compliance of earlier directions and his personal presence with detailed reply on next date of hearing. Now to come on the next date of hearing on dated 25.03.2021.

(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 / 3303 / 2020
DATE OF INSTITUTION	23.11.2020
DATES OF HEARING	10.12.2020, 29.12.2020, 27.01.2021 & 23.02.2021

**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 A.O.A. Uniworld Gardens-2, Sector-47, Sohna Road, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO

INTERIM ORDER

M/s A.O.A. Uniworld Gardens-2, Sector-47, Sohna Road, Gurugram has been the consumer of DHBVN bearing account no. 7037804368 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 higher billing tariff has been imposed due to non updating total no. of flats as per site plan approved by DTCP. 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 10.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and respondent SDO were present. Respondent SDO did not submit his reply, however, informed that slab benefit has been given. Complainant was not satisfied with the reply of respondent SDO. Forum directed the complainant to provide documentary evidence with regard to nos. of residents to whom bills have been issued on yearly basis. Respondent SDO was also directed to allow slab benefit as per existing dwelling units after due site verification.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant was not present but respondent SDO was present. Respondent SDO submitted his reply vide no. 1304 dated 29.12.2020 stating that nos. of dwelling units/flats i.e. 896 have been updated and billed as per current tariff, copy of rectified bill placed on record. Forum directed the complainant to appear before the Forum as last opportunity if any complaint persisted on.


Proceeding was held on dated 27.01.21 at Gurugram. Complainant and respondent SDO were present. Respondent SDO did not submit his reply. Complainant produced documentary evidence with regard to no. of dwelling units/flats for the month of 12/2020. Forum directed the complainant to provide documentary evidence with regard to nos. of residents to whom bills have been issued on yearly basis from date of connection to 2019. Respondent SDO was also directed to allow slab benefit as per existing dwelling units after due site verification.

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant was not present but respondent SDO was present. Complainant did not produce any documentary evidence with regard to nos. of dwelling units/flats for the month of 12/2020, as reported by respondent SDO. Forum directed the complainant as last opportunity to provide documentary evidence with regard to nos. of residents to whom bills have been issued on yearly basis from date of connection to 2019. Respondent SDO was also directed to allow slab benefit as per existing dwelling units after due site verification. Now to come on next date of hearing on 25.03.2021.

(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 / 3307 / 2020
DATE OF INSTITUTION	25.11.2020
DATES OF HEARING	10.12.2020, 29.12.2020, 27.01.2021 & 23.02.2021

**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. Kamlesh Kumari C/o M/s Bhawani Co-op. Societies, GH-91, Sector-54, 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. Kamlesh Kumari C/o M/s Bhawani Co-op. Societies, GH-91, Sector-54, Gurugram is consumer of DHBVN bearing account no. 3088950000 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 rebate of 4% in tariff has not been allowed since date of connection, ACD as deposited not updated accurately and interest thereon also not given. 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 10.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit his reply however informed that rebate @4% has already been given. Complainant was not satisfied and argued that it was to be allowed on total units as consumed and not on SOP only. Forum directed respondent SDO to submit detailed reply on next date of hearing.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted his reply vide no. 3889 dated 28.12.2020 stating that rebate @4% has already been given since June, 2018. Copy of consumption data from 2011 to date was also placed on record. Forum directed complainant to provide documentary evidence viz-a-viz bills issued to the dwelling units on yearly basis to respondent SDO who will submit detailed reply after due verification and will also provide detail of ACD and interest due/paid on next date of hearing.


Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide no. 178 dated 25.01.2021 stating that rebate @4% has already been given on energy charges only, hence, amount for ED and FSA is also adjustable. Forum directed complainant to provide documentary evidence viz-a-viz bills issued to the dwelling units on yearly basis and proof of recovery of Rs.3.00 lac in lieu of ACD to respondent SDO who would submit detailed reply after due verification and will also provide detail of ACD and interest due/paid on next date of hearing.

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide no. 492 dated 22.02.2021 stating that case for allowing rebate @4% and updating ACD has been sent to CBO for approval vide case ID No.9025759642 which was pending as yet. Complainant argued that actual ACD deposited has not been updated. Forum directed respondent SDO to submit detailed reply after due verification of ACD from service register/other relevant record. Now to come on the next date of hearing 25.03.2021.

(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 / 3313 / 2020
DATE OF INSTITUTION	02.12.2020
DATES OF HEARING	29.12.2020, 27.01.2021 & 23.02.2021

**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. Bhawna Kaushal, H.No.1704, Sector-46, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OPERATION S/U, DHBVN, GURUGRAM
 SDO/OPERATION South City S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Bhawna Kaushal, H.No.1704, Sector-46, Gurugram has been the consumer of DHBVN bearing account no. 8761520032 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 the meter was installed during 12/2008. The bill generated for the period 4/2019 to 10/2019 for 15413 kWh was on higher side. She approached office of respondent SDO but with no result. She has requested the forum to redress her 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 and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 3885 dated 28.12.2020 stating that the bill for the period 4.4.19 to 4.10.19 was rectified by his office on 6.11.2019. Further, meter of the complainant was changed on 15.11.2019 by L&T in regular smart meter changing process. Meter of complainant replaced with reading 16463. Screen shot of meter and MCO placed on record. Complainant argued that consumption as shown was not possible at all. Forum directed respondent SDO to get the meter tested from M&T Lab. and place on record the retrieved reading and also submit consumption data of all meters installed in the same building since date of connection to date. No coercive action be taken till decision of the case.

Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 181 dated 25.01.2021 stating that old meter was not available for testing, however, consumption detail of five nos. connections installed at site was placed on record. Complainant also placed on record the average monthly consumption four no. meters installed at site. Forum observed that average consumption of all the meters installed at site is around 1800 kWh per month. Forum directed respondent SDO to submit consumption data of temporary connection since date of connection up to the date of PDCO.

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit his reply however requested to give another date to furnish detailed reply. Forum directed respondent SDO to submit consumption data of temporary connection since date of connection up to the date of PDCO. Now to come on next date of hearing on dated 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3327 / 2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020, 27.01.2021 & 23.02.2021

**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. V.K. Kalra, M/s Logwell Forge Ltd., 116, Udyog Vihar Phase-1, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. V.K. Kalra, M/s Logwell Forge Ltd., 116, Udyog Vihar Phase-1, Gurugram is consumer of DHBVN bearing account no. 8479760000 under SDO (OP) Maruti S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had deposited Rs.10569616/- towards ACD but the amount shown in his account was Rs.9518682/-. He approached respondent Nigam for updating his ACD as deposited and release of difference of interest on ACD amounting to Rs.1059356/- upto FY 2019-20 as per calculation sheet attached 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 and respondent SDO were present. Respondent SDO submitted his reply vide memo No. 603 dated 28.12.2020 stating that it was correct that the complainant's actual ACD amount was Rs.10569616/- and case for updating ACD had been sent to CBO for approval but CBO observed that cash book was required. But no entry in cash book was available as complainant had deposited the ACD amount through energy bill. Forum directed respondent SDO to pursue with CBO personally and get updated the actual ACD and also ensure to release difference of interest after due verification within 15 days.


Proceeding was held on dated 27.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit his reply however informed that case was pending with CBO as yet. Forum directed respondent SDO to pursue with CBO personally and get updated the actual ACD and also ensure to release difference of interest after due verification within 15 days.

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide no. 1085 dated 22.2.2021 stating that ACD of Rs.10569618/- has been updated on the system and reflected in the bill, copy of the same placed on record. Complainant was not satisfied and argued that Rs.5.00 lakh as deposited by him in lieu of ACD was not updated as yet and also interest on ACD was not reviewed by respondent SDO. Forum directed respondent SDO to get the actual ACD updated and also to ensure release of difference of interest after due verification within 15 days. Now to come on next date of hearing on dated 25.03.2021.

(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/3333/2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020, 27.01.2021 & 23.02.2021

**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 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. Now to come on next date of hearing on dated 09.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3360 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021 & 23.02.2021

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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


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

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

(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 / 3381 / 2021
DATE OF INSTITUTION	11.01.2021
DATES OF HEARING	27.01.2021 & 23.02.2021

**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. Radha Bansal, Plot No.E-96, Phase-1, New Palm Vihar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OPERATION City Divn., DHBVN, GURUGRAM
SDO/OP New Palm Vihar S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Smt. Radha Bansal, Plot No.E-96, Phase-1, New Palm Vihar, Gurugram has been the consumer of DHBVN bearing account no. 2122079694 under SDO (OP) S/Divn., DHBVN, New Palm Vihar, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that smart meter was installed on 29.8.2020 which is operating very fast and showing irrelevant reading. She approach respondent Nigam but with no result. She has requested the forum to redress her 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 respondent SDO were present. Respondent SDO submitted reply vide no. 7060 dated 25.1.2021 stating that his office has checked consumption of complainant for the corresponding period of previous year which was 3019 units for the period 6.9.2019 to 6.2.2020. However, consumption for the current year of the same period was 3349 units. There is no major difference in the consumption. Complainant was not satisfied. She requested to get checked the meter from M&T Lab. Forum directed complainant to deposit lab. testing fee and respondent SDO to get the meter checked from Lab. in the presence of complainant and submit report along with reading as retrieved since installation of meter.

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant and respondent SDO were present. Respondent SDO submitted reply vide no. 8228 dated 23.02.2021 stating that the complainant had not deposited lab. testing fee as yet. Forum directed complainant as last opportunity to deposit lab. testing fee and the respondent SDO to get the meter checked / tested from Lab. in the presence of complainant and submit report along with reading as retrieved since installation of meter. Now to come on the next date of hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3385 / 2021
DATE OF INSTITUTION	11.01.2021
DATES OF HEARING	27.01.2021 & 23.02.2021

**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. 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 Carmation 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. Now to come on the next date of hearing on 09.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3144 / 2020
DATE OF INSTITUTION	25.08.2020
DATES OF HEARING	09.09.20, 25.09.20, 27.10.20, 10.11.20, 10.12.20, 12.01.2021, 9.2.2021 & 23.02.2021

**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. Jagpreet Singh Sawhney, House no. 762, Sector 15 Part II, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION CITY, DHBVN, GURUGRAM
SDO/OPERATION S/D IDC, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

SDO Present

INTERIM ORDER

Sh. Jagpreet Singh Sahni, H.No. 752, Sector-15-II, Gurugram is a consumer of DHBVN bearing account no. 6578240000 under SDO (OP) IDC S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that a notice had been received from the respondent SDO asking him to deposit a sum of Rs.617000/- within seven days, which was wrong and was not as per the actual reading. 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 9.9.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit reply and asked for some time to submit the reply. Forum directed the respondent SDO to submit his reply to the Forum with a copy to the complainant within seven days and the complainant is also directed to submit rejoinder within next seven days.

Proceeding was held on dated 25.09.2020 at Gurugram. Representative of Complainant and representative of respondent SDO were present. SDO submitted reply vide no. 1380 dated 15.09.2020 which was delivered to the complainant for his counter reply.

Proceeding was held on dated 27.10.2020 at Gurugram. Representative of Complainant and respondent SDO were present. SDO did not submit reply but informed that a case was pending of the complainant before the court of law and that it had not been withdrawn from the civil court. The complainant gave an undertaking for withdrawal of case. Forum directed complainant to withdraw his case within seven days and submit copy of withdrawal to respondent SDO. Respondent SDO was directed to submit reply accordingly. SDO was directed that after the complainant withdraws the case from the court, no coercive action should be taken against the complainant and connection should not be disconnected till final decision of the case.

Proceeding was held on dated 10.11.2020 at Gurugram. Representative of Complainant and respondent SDO were present. SDO did not submit reply but informed that the complainant had withdrawn the suit from the civil court. However, certified copy was awaited. Complainant informed that he was ready to pay Rs. 2.5 lakh of disputed amount and current bill also. Forum directed complainant to submit the certified copy of withdrawal his case within seven days. Respondent SDO was directed to inform the Forum as well as the complainant the total pending dues in two parts. First part, the amount which was outstanding up to 31.12.2018 when the dispute arose and Second part, the bills which have become due after 31.12.2018 till 31.10.2020 within 15 days. The complainant will remit at least 20% of disputed amount or 2.5 lakh as agreed whichever is higher along with the undisputed outstanding amount within 15 days thereafter. Connection of the complainant should not be disconnected till final decision of the case. Now to come on next date of hearing on 10.12.2020 along with detailed submissions from both the parties.

Proceeding was held on dated 10.12.2020 at Gurugram. Representative of Complainant and respondent SDO were present. SDO submitted reply vide memo. no. 2284 dated 2.12.2020 stating that a sum of Rs. 767621/- was outstanding as on 31.12.2018 and Rs.574066/- was outstanding for the period 1.1.2019 to 10/2020. Certified copy of withdrawal of suit from hon'ble CJ(SD) Gurugram dated 29.10.2020 was also placed on record. Complainant has deposited Rs.2.5 lac as per order of Forum vide DD No.738110 dated 9.12.2020, copy placed on record. He argued that detail of outstanding amount of Rs. 574066/- showing consumption data/amount payable/paid has not been provided by respondent SDO consequently he could not pay the undisputed amount, as ordered by Forum. Respondent SDO is directed to provide the details of outstanding amount of Rs. 574066/- showing consumption data/amount payable/paid to the complainant within 7 days who will make payment of the same. Now to come on next date of hearing on 12.01.2021 along with detailed submissions from both the parties.

Proceeding was held on dated 12.1.2021 at Gurugram. Complainant was not present but respondent SDO was present. SDO submitted reply vide memo. no. 24 dated 7.1.2021 and placed on record the details of payable amount of Rs.573053/- along with bill. Also informed that copy of the same had been delivered to representative of complainant. Complainant was directed to pay outstanding dues within 15 working days. In case of any query, he may visit respondent SDO office.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant was not present but respondent SDO was present. SDO did not submit reply however he informed that complainant has not paid payable amount of Rs.573053/- as yet. Complainant was directed to pay outstanding dues within 7 working days and ensure his presence on next date of hearing. In case of any query, he may visit respondent SDO office. Now to come on next date of hearing on 23.02.2021.

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant representative and respondent SDO were present. SDO submitted reply vide no. 217 dated 23.2.2021 stating that despite the interim order of forum, complainant has paid only Rs.100000/- out of Rs.574066/- and hence, he failed to comply with the order of the Forum. Complainant also submitted his request for accepting the payments in six installments as they have waited for last three years for correction and now the Nigam requires us to pay immediately, which is not fair at all. Forum directed complainant to clear his dues within a reasonable time as mutually agreed upon between him and DHBVN keeping in view that sufficient time had already been given to him. Now to come on next date of hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

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, 12.1.21, 9.2.21 & 23.02.2021

**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

PROCEEDING

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.

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Xen. (M&P) telephonically requested for next date. Request allowed. Now to come up on the next date of hearing on 09.03.2021 for arguments.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3404 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021 & 23.02.2021

**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. Jyoti Sharma, B-98, Mayfield Gardens, Sector-50, 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

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Jyoti Sharma, B-98, Mayfield Gardens, Sector-50, Gurugram is a consumer of DHBVN bearing account no. 1777360000 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 bill issued during Oct., 2020 showing units consumed as 5303 kWh for the period 4.7.2020 to 10.09.2020 was wrong. She approached respondent SDO for redress of her grievance, but no action has been taken. She requested Forum to redress her 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 submitted reply vide no. 309 dated 8.2.2021 stating therein that bill of the complainant is accurate and no further action is required. Complainant was not satisfied. Forum directed respondent SDO to submit consumption data of complainant account from Aug., 2019 to date. No coercive action be taken till decision of the case. Part payment be allowed as per Nigam instructions if complainant wishes for the same.

Proceeding was held on dated 23.2.2021 at Gurugram. Representative of both complainant and respondent SDO were present. Respondent SDO submitted reply vide no. 491 dated 22.2.2021 with which enclosed retrieved reading for two months only i.e. 11 & 12/2020. Forum was not satisfied. Forum directed respondent SDO to submit consumption data of complainant account from Aug., 2019 to date. Now to come up on the next date of hearing on 09.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3409 / 2021
DATE OF INSTITUTION	01.02.2021
DATES OF HEARING	23.02.2021

**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. Sumit Chaudhary, H.No. 202, Mohyal Colony, Jharsa, 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

Sh. Sumit Chaudhary, H.No. 202, Mohyal Colony, Jharsa, Gurugram is the consumer of DHBVN bearing account no. 5192311000 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 the meter sr. no. as shown in his account was different from the actual sr. no. of the meter that existed thereby causing wrong billing. He approached respondent SDO for redress of his grievance, but no action has been taken. He requested Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 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 submitted reply vide no. 489 dated 22.2.2021 stating that the old meter sr. no. 5106732 was replaced by M/s L&T with final reading 58370. Hence, the bill of the complainant was correct. Copy of screen shot of meter was placed on record. Complainant was not satisfied. Forum directed respondent SDO to get physically verified the meter sr. no. at site and revise bill accordingly. No coercive action be taken till decision of the case. Now to come up on the next date of hearing on 09.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3411 / 2021
DATE OF INSTITUTION	01.02.2021
DATES OF HEARING	23.02.2021

**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 AVA Builders Pvt. Ltd. through Sh. B.P. Aggarwal, Advocate, A-106, Prashant Vihar, Delhi regarding extension of load.

..... 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

M/s AVA Builders Pvt. Ltd. through Sh. B.P. Aggarwal, Advocate, A-106, Prashant Vihar, Delhi are the consumers of DHBVN bearing account no. 7675070000 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 he had applied for extension of load on 10.08.2016 from 450 kW to 650 kW and deposited Rs.210000/- in view of that. But, his load has not been extended so far. Interest thereon has also not been allowed. Further, rebate @1% w.e.f. April, 2020 as per HERC Regulation, 2020 was also not allowed. He approached respondent SDO for redress of his grievance, but no action has been taken. He requested Forum to redress his complaint.

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

Proceeding was held on dated 23.2.2021 at Gurugram. Representative of both complainant and respondent SDO were present. Respondent SDO did not submit reply and requested for another date. Request allowed. Forum directed respondent SDO to submit detailed reply with a copy to the complainant within fifteen days. Now to come up on the next date of hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3417 / 2021
DATE OF INSTITUTION	01.02.2021
DATES OF HEARING	23.02.2021

**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. Rajbir Singh C/o M/s BSA Realators Pvt. Ltd., Plot No. 47, Sector-44, Gurugram regarding interest on security.

..... 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

Sh. Rajbir Singh C/o M/s BSA Realators Pvt. Ltd., Plot No. 47, Sector-44, Gurugram is a consumer of DHBVN bearing account no. 2183660000 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 respondent Nigam has not paid interest on ACD for the year 2015-16 to 2018-19 of Rs.187911/- but deducted TDS of Rs.20879/- and also recovered Rs.49000/- on 16.10.2020 as sundry charges. He approached 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 submitted reply vide no. 494 dated 22.02.2021 stating that interest on ACD has already been given to the complainant through the system and Rs.49600/- were charged by audit party. Complainant was not satisfied. Forum directed the complainant to visit office of respondent SDO for reconciliation of actual amount of ACD and interest payable/paid and respondent SDO to submit detailed reply with a copy to the complainant within fifteen days. Now to come up on the next date of hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3426 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021

**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. Anita Narula W/o Sh. Pardeep Narula, D-216,
2nd Floor Vivek Vihar, Delhi regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Anita Narula W/o Sh. Pardeep Narula, D-216, 2nd Floor Vivek Vihar, Delhi is consumer of DHBVN bearing account no. 1209821000 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 bill issued during January, 2021 for the period 11.3.2020 to 2.12.2020 for Rs.35677/- was wrong and inflated since her house remained closed from 6th June to 27th Dec., 2020. She approached respondent SDO for redressal of her grievance but no action has been taken. She has requested the Forum to redress her 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 but informed that bill was correct since the average of corresponding period of last year was charged during defective period. Complainant was not satisfied. She argued and placed on record copy of complaints lodged for replacement of her defective meter dated 6.7.20, 23.7.2020, 5.8.20, 29.9.20 and 19.10.2020. But respondent Nigam replaced the meter on 29.9.2020. As her house remained closed during said period, the respondent Nigam should charge MMC instead of on average basis. Had respondent Nigam replaced defective meter on her first request, said situation would not have arisen. Forum directed the respondent SDO to submit detailed reply with reason of non replacement of meter in time. Now to come up on the next date of hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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Telephone No. 01662-223081
HETRI, SECTOR 16, IDC AREA, GURUGRAM
website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3432 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021

**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. Sanjeev Jain, 95, IDC Mehroli Road, 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

Representative of respondent SDO

INTERIM ORDER

Sh. Sanjeev Jain, 95, IDC Mehroli Road, Gurugram is consumer of DHBVN bearing account no. 2714240000 under SDO (OP) S/Divn., DHBVN, IDC, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that Rs.440185/- have been charged in the bill issued for the month of Feb., 2019. This was due to wrong MF billing during the period 2015 onwards while he had extended the load from 11kV to 49 kW. He approached 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 and requested for another date to furnish detailed reply. Request allowed. Forum directed the respondent SDO to submit detailed reply. Now to come up on the next date of hearing on 09.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3433 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021

**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. Saurabh Lalit, H.No.635 Gali No.4, Arjun 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

Representative of respondent SDO

INTERIM ORDER

Sh. Saurabh Lalit, H.No.635 Gali No.4, Arjun Nagar, Gurugram is consumer of DHBVN bearing account no. 5348330000 under SDO (OP) S/Divn., DHBVN, IDC, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had bought the said premises in 2017 and the previous owner of premises had cleared all the dues. Now, respondent Nigam has suddenly added Rs.32000/- as sundry charges for the period prior to 2017. He has approached 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 but informed that the amount related to the year 2014 and on account of dishonor of cheque towards energy bill. Forum directed the respondent SDO to submit detailed reply in this regard. Now to come up on the next date of hearing on 25.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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)

CASE NUMBER	DH / CGRF / 3434 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021

**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. 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. Now to come up on the next date of hearing on 9.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson