	<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

**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.

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.

(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

**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 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.

(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

**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.

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.

(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 / 3206 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021, 09.02.2021, 10.03.2021, 25.03.2021, 23.06.2021

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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

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

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

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

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

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


Proceedings were held on 23.06.2021. The complainant as well as SDO were present. The complainant reiterated that he had already submitted some papers showing that the builder / developer had already collected electricity charges from the residents at the time of sale / purchase of the property and that a copy of these documents had been given to the SDO for going through it and to submit his reply / comments before the next date. The SDO did not submit any reply but requested that he was taking legal opinion on the matter and would require some more time to respond. Next date is fixed for 27.04.2021. The SDO was directed to submit reply

immediately specifically with regards to the issues raised by the complainant. Now to come up for hearing on 08.07.2021.

(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

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 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

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

**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. 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.

(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 / 3307 / 2020
DATE OF INSTITUTION	25.11.2020
DATES OF HEARING	10.12.2020, 29.12.2020, 27.01.2021, 23.02.2021, 25.03.2021, 23.06.2021

**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.

Proceedings were held on 25.03.2021. The SDO submitted the reply vide memo no. 361 dated 24.03.2021 stating that refund amount against 4 % rebate, M Tx and ACD had been sent to CBO for approval and correction. The Forum directed the SDO to take up the matter personally with CBO and get the corrections made before the next date of hearing. Next date has been fixed as 27.04.2021.

Proceedings were held on 23.06.2021. The SDO was present but the complainant was not present. The Forum directed the SDO to take up the matter personally with CBO and get the corrections made before the next date of hearing. Next date has been fixed as 22.07.2021.

(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 / 3313 / 2020
DATE OF INSTITUTION	02.12.2020
DATES OF HEARING	29.12.2020, 27.01.2021, 23.02.2021, 25.03.2021, 23.06.2021

**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.

Proceedings were held on 25.03.2021. Both the parties were present. The SDO submitted reply vide memo no. 597 dated 08.03.2021 stating that data of temporary connection had been submitted with a copy to the complainant. The Forum asked the complainant to study the data and to come up for detailed arguments on the next date of hearing. The SDO was also directed to come prepared for arguments on the next date. Now to come up for hearing on 27.04.2021.


Proceedings were held on 23.06.2021. Complainant could not be present to submit her version on the data provided during the last hearing. The Forum again asked the complainant to study the data and to come up for detailed arguments on the next date of hearing. The SDO was also directed to come prepared for arguments

on the next date. Now to come up for hearing on 22.07.2021.

(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 / 3360 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021, 23.02.2021, 25.03.2021, 23.06.2021

**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.

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

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

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

(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 / 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, 09.02.2021, 23.02.2021, 25.03.2021, 23.06.2021

**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.

Proceedings were held on 25.03.2021. The SDO was present but the complainant was not present. The complainant informed telephonically that he was suffering from high fever and was hospitalized due to food poisoning. He further informed that he be allowed to see the records in the subdivision of the undisputed amount and that due to his illness, some more time should be granted to him to do so. The Forum accepted the complainant's request and directed the complainant to visit the subdivision to see and verify the details of undisputed amount of the payable bill as prepared by the subdivision within next 15 days and to pay the same before the next date of hearing. Now to come up for hearing on 27.04.2021.

Proceedings were held on 23.06.2021. The SDO was present but the complainant was not present due to his ill health and requested for some more time for verifying the records in the subdivision. The Forum accepted the complainant's request and directed the complainant to visit the subdivision to see and verify the details of undisputed amount of the payable bill as prepared by the subdivision within next 15 days and to pay the same before the next date of hearing. The SDO was also directed to send complete details of the case to the complainant and get the data resolved. Now to come up for hearing on 08.07.2021.

(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 / 3485 & 3529 / 2021
DATE OF INSTITUTION	09/03/2021

DATES OF HEARING	25.03.2021, 23.06.2021
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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. Sudershan Kumar Ahuja, President- New Shivani Cooperative Group Housing Society, Plat No. 51, Sector-56 Gurugram regarding wrong billing
..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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

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

Proceedings were held on 23.06.2021. Complainant as well as the SDO were present. Complainant and respondent SDO were present. SDO submitted reply vide memo no. 1352 dated 07.06.2021 stating that billing of complainant had been corrected and no further action was required. Complainant was not satisfied and told that not even a single bill has been delivered correct since 2013. He showed copies of some bills which had errors in the readings and the reading dates. The Forum after observing lot of misunderstanding on part of both the parties directed the respondent SDO to submit consumption data since installation of existing meter up to the date, the payment history and copies of the corrected bills. The complainant was also asked to visit the subdivision the next day and find out if he still had any doubts regarding meter readings on the basis of which the bills had been corrected by the subdivision. No coercive action be taken till disposal of the case. Now to come up for hearing on 08.07.2021.

(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

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 ABW Tower Condominium Association through council Sh. B.P. Aggarwal, B-5/179, Ssafderjung 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, Safderjung 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

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

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

Present:

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

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

Vs.

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

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

None from respondent SDO

INTERIM ORDER

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

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

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


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

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

(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 / 3516 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021

**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 Mr. Vikrant Sharma, 108, GF, Sector 40, 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. Vikrant Sharma, 108, GF, Sector 40, Gurugram is consumer of DHBVN bearing account no. 1122043205 under SDO (OP) South City DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that their meter had been replaced in March 2019 and then again in February 2020. When they received the bill in September in 2020 after much of pursuance, they got highly inflated bill of more than 5 lacs which was wrong. Apparently, the meter which remained installed from March 2019 to February 2020 recorded very high consumption and was defective which caused such a highly inflated bill. 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 memo no. 1650 dated 07.06.2021 but it was not satisfactory at all. The Subdivision was directed by the Forum to place on record the consumption data of the consumer from 2013 up to the date. Now to come up for hearing on 08.07.2021.

(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 / 3517 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021

**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 SUPREME SYSTEMS, 71, Phase IV, Udyog Vihar, 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

M/S SUPREME SYSTEMS, 71, Phase IV, Udyog Vihar, Gurugram are consumer of DHBVN bearing account no. 4089550000 under SDO (OP) Maruti S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that non energy charges of Rs. 435380/- have been wrongly posted in their bill which was wrong. Also, whatever non-energy charges they had been asked to pay has been paid. They approached the respondent Nigam for rectification and withdrawal of the excess and wrong charges but no action has been taken. They have requested the forum to redress his complaint.


The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 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 letter 1877 dated 23.06.2021 and admitted that the charges levied through sundry charges were actually not chargeable and that the office had written to CBO for withdrawal of the amount of Rs. 435380/-. SDO was directed to supply the correct bill in next 10 days with a confirmation to the Forum. Now to come up for hearing on 08.07.2021.

(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:cgfr@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3514 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021

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 Lt. Col. Bhow Nath Singh, 301, The Palms, South City I,
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

Lt. Col. Bhow Nath Singh, 301, The Palms, South City I, Gurugram is a consumer of DHBVN bearing account no. 4831360000 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 erroneous/excessive billing for units has been done and that he has been made to pay Rs. 180455/- in excess due to billing on average basis. He approached the respondent Nigam several times 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. 1378 dated 07.06.2021 and informed that the bill issued to the complainant was correct as per Nigam instructions. The complainant was not satisfied. The Forum did not find the reply satisfactory. The Forum observed that meter of the complainant had been replaced in June 2017 but the same had not been updated from the date of change resulting into average billing. The Forum directed the SDO to get the MCO updated from the date of change of meter and get the corrected bill delivered to the complainant within next 15 days. Now to come up for hearing on 08.07.2021.

(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)
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CASE NUMBER	DH / CGRF / 3542 / 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	23.06.2021

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 Mr. Dharambir Bhardwaj, Prem Puri, Village Jharsa, 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. Dharambir Bhardwaj, Prem Puri, Village Jharsa Gurugram is a consumer of DHBVN bearing account no. 0527270000 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 erroneous/excessive billing for units recorded during COVID-19 epidemic lock down period has been made. Meter which was installed prior to its replacement by the smart meter in 2020, recorded abnormally high consumption and that average billing has been done due to non-taking of meter reading in time. That 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. 1570 dated 22.06.2021 stating that the bill had been corrected and also placed on record the copy of the corrected bill. But the complainant was not satisfied. The Forum also observed that there was some gap in what the complainant had been saying and the one which subdivision had said in its reply. The Forum directed the SDO to place on record the consumption data of the complainant from August 2019 to July 2020. Now to come up for hearing on 08.07.2021.

(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 / 3528 / 3566 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021

**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 Mr. Piyush Mittal, 65, HEWO Apartments, 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

Mr. Piyush Mittal, 65, HEWO Apartments, Sector 31, Gurugram is a consumer of DHBVN bearing account no. 8383821404 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 he had applied for change of name in 2018 from the previous owner Mr. Narender Sharma but till date the name has not been changed. Also, that he did not receive any bill from January 2019 to January 2020. That after a lot of persuasion when he got the bill, it was in negative. Then, all of a sudden, he got the bill which had an erroneous amount and also no details of billing had been provided. He was also not given the benefit of the slab as mandated by the tariff order. 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. 1351 dated 07.06.2021 and informed that all the necessary corrections had been made and that an advice for refund of Rs. 26771/- had been sent to CBO for taking note of it. The Forum directed the Subdivision to provide all the consumption details w.e.f. March 2019 up to date to the complainant and show them the calculation of the sundry advice amount of Rs. 26771/- within 3 days. The complainant was also asked to see the details of refund amount and come up with objections, if any, by the next date of hearing. Now to come up for hearing on 08.07.2021.

(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 / 3567 / 2021
DATE OF INSTITUTION	08.06.2021
DATES OF HEARING	23.06.2021

**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 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.

(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

**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. 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. 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 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.

(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

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 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 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.

(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

**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 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 is 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.

(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 / 3559 / 2021
DATE OF INSTITUTION	07.04.2021
DATES OF HEARING	23.06.2021

**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 Mr. Inder Singh Thakran, Village Islampur, Sohna Road, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Sohna Divn., DHBVN, Gurugram.

SDO/OP Sohna Road, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Mr. Inder Singh Thakran, Village Islampur, Sohna Road, Gurugram is a consumer of DHBVN bearing account no. 3953991614 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 since the release of connection, not even a single bill has been delivered on the basis of actual reading and every time, the bill issued has been on average basis. He has requested that his bills may be corrected on the basis of actual readings and excess amount should be withdrawn. 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 was not present but the respondent SDO was present. The SDO submitted the reply vide no. 271 dated 22.06.2021 stating that the complainant had not been paying his bills since 2019 and that the bills were correct. The complainant was not present and therefore could not defend himself. The Forum directed the SDO to place on record the complete details of the consumption data since the release of connection proving the bills were on the actual reading basis. The Forum also directed the complainant to attend the hearing on the next date. Now to come up for hearing on 22.07.2021.

(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

**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 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.

(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 / 3521 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021

**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 IL & FS Engineering Constructions, 1st Floor, Corporate Office Tower, NH-8, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Manesar Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

M/S IL & FS Engineering Constructions, 1st Floor, Corporate Office Tower, NH-8, Gurugram were consumer of DHBVN bearing account no. G31-TCHT-0020 under SDO (OP) Manesar S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that even after disconnection of connection way back in 2019, their dues have not been refunded as yet despite their persuasion. That they have been approaching the respondent Nigam for refund but no action has been taken. They have requested the forum to redress his complaint.


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

Proceeding was held on dated 23.06.2021 at Gurugram. Complainant was not present but the respondent SDO was present. The SDO submitted reply vide no. 981 dated 22.06.2021 stating that case of refund of the dues has been submitted to the concerned authority and that the refund would be made in next 15 days. Now to come up for hearing on 22.07.2021.

(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

**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. 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.

(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

**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 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.

(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 / 3530 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021

**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 Raisina Residency Welfare Association, Ullawas, Sector 59, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

M/S Raisina Residency Welfare Association, Ullawas, Sector 59, Gurugram are consumer of DHBVN bearing account no. G22-BPHT-0165 under SDO (OP) Badshahpur S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that erroneous/excessive amounts have been added in to their bills and on enquiry from subdivision, it has been told that these erroneous amounts have been added on the basis of half margins raised by audit. That these amounts so charged should be withdrawn. They have 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. 371 dated 16.06.2021 stating that complete account of the complainant has been checked and the amount not chargeable has been communicated to CBO. Copy of the reply was also given to the complainant. The Forum directed the SDO to get all the corrections made in next 15 days and deliver the correct bill to the complainant. Now to come up for hearing on 22.07.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson