	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3584 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	13.07.2021, 20.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2334 dated 08.09.2021 annexing thereby the consumption data. The complainant also submitted a paper showing the comparison of consumption and showed the discrepancy. A copy of this comparison was given to the SDO. The Forum again directed the SDO to submit issue wise reply. No coercive action to be taken till final resolution of the case. Next date has been fixed as 24.09.2021.


Proceedings were held on 24.09.2021. The complainant was not present but the SDO was present. The SDO submitted reply vide memo no. 46 dated

22.09.2021 stating that the bill on average basis was on the basis of corresponding period of the previous year and therefore was correct as per sales circular. But since the complainant was not present, the Forum decided to give another date so as to give the complainant a chance to submit his side of defence. No coercive action to be taken till final resolution of the case. Next date has been fixed as 01.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3558 / 2021
DATE OF INSTITUTION	27.04.2021
DATES OF HEARING	13.07.2021, 20.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

Proceedings were held on 09.09.2021. The complainant was not present but the SDO was present. The SDO had submitted reply vide memo no. 2336 dated 08.09.2021 stating the issues raised by the complainant have been redressed and a case for refund of Rs. 26393/- has been approved by the CBO.


The SDO also apprised that the meter of the complainant had been changed as faulty and not in routine. But since the complainant was not present, the Forum decided to have another hearing on the next date. No coercive action should be taken till final resolution of the case. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply but apprised that the Old Meter issue had been resolved to the satisfaction of complainant but the newly installed smart meter had also gone defective which required resolution through persuasion with CBO. The SDO requested for at least 20 days to resolve the newly created issue. No coercive action should be taken till final resolution of the case. Next date has been fixed as 14.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3649 / 2021
DATE OF INSTITUTION	09.07.2021
DATES OF HEARING	20.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit any reply and requested for another date. The Forum directed the SDO to submit the detail of the case and to get the meter checked up from the lab. No coercive action be taken till final resolution of the case. Next date has been fixed as 24.09.2021.


Proceedings were held on 24.09.2021. The complainant was present through Video Call and the SDO was present during the hearing. The SDO did not submit any reply but told that the service cable had been replaced and that a check meter would be got installed to verify correctness of the meter. The Forum directed the SDO to submit meter accuracy report before the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 01.10.2021.

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

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

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



	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3640 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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


Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but told that the bills were correct as per reading. The Forum directed both the parties to come prepared for detailed arguments on the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2036 dated 24.09.2021 stating that case for refund of due amount had been sent to CBO and was pending approval. No coercive action be taken till final resolution of the case. Next date has been fixed as 01.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3615 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	08.07.2021, 20.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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


Proceedings were held on 09.09.2021. The SDO as well as complainant was present. The SDO did not submit any reply but told that he had personally enquired from UHBVN as well as DHBVN Head Quarter but no such The Forum directed the complainant to enquire the matter from Paytm through which he had made the payment and come out with sufficient proof on the next date of hearing. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The SDO as well as complainant was present. The Complainant submitted detail of the payments made and proof as required by the Nigam. Copy of this proof was given to the SDO. SDO told verbally that he had checked up the details from UHBVN counterpart and that the amount had actually got credited there in UHBVN. The Forum directed the SDO to take up the matter with UHBVN and get the amount credited to complainant's account urgently. Next date has been fixed as 14.10.2021

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3681 / 2021
DATE OF INSTITUTION	26.07.2021
DATES OF HEARING	20.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO submitted reply stating that the current bill had been issued correctly by first deducting 4% from the total consumption and then dividing it by the number of flats instead of dividing the total consumption by the number of flats. Copy of the corrected bill was also placed on record. The Forum observed that the current bill had been corrected but at the same time directed the SDO to get all the previous bills checked and submit details of over-charging, if any, with a copy to the complainant and also the refund, if any, may be adjusted in the next billing cycle. Next date of hearing is fixed as 24.09.2021.


Proceedings were held on 24.09.2021. The SDO as well as the complainant were present. The SDO submitted before the Forum that a calculation sheet had been prepared wherein wrong calculations had been corrected and the amount to be credited to complainants account had been

calculated. The complainant on his part also submitted some details of corrections which were required to be made. The Forum directed SDO to give a copy of the calculation sheet to the complainant and to the Forum also. The complainant was also directed to go through the corrections made by the subdivision and the difference of opinion, if any, may be brought before the Forum by the next date of hearing. Both the parties agreed. Next date of hearing is fixed as 14.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3696 / 2021
DATE OF INSTITUTION	12.08.2021
DATES OF HEARING	20.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that the bills she has been getting were not as per reading and were erratic not commensurate to the consumption she makes every month. She approached respondent Nigam for correction but no action was taken and therefore has requested the forum to redress his complaint.

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

Proceedings were held on 20.08.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 670 dated 20.08.2021 stating that the matter has been checked up and the bills issued have been found as correct. The Forum directed the SDO to place on record the consumption data of the last two years and the details of MCOs effected, if any. The Forum also directed the complainant to be present on the next date of hearing. taken up with RAPDRP and the necessary corrections would be made shortly. The Forum directed the SDO to get the corrections made and deliver the corrected bill within next 15 days. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO was present but the complainant was not present. The SDO submitted reply vide memo no. 794 dated 09.09.2021 stating that the matter has been checked up and the bills issued have been found as correct and placed on record the consumption data of the last two years and the details of MCOs effected. The Forum also directed the complainant to be present on the next date of hearing. Next date has been fixed as 24.09.2021.


Proceedings were held on 24.09.2021. The SDO was present but the complainant was not present. The SDO did not submit any fresh reply. The Forum observed that the reading data downloaded through meter back up was not matching with the readings taken by the meter reader and there was a difference of units. The Forum directed the SDO to rebill the complainant's

account. Separately for the downloaded data and separately for the rest of consumption and place on record on the next date of hearing. No coercive action should be taken till final decision of the Forum. Next date has been fixed as 01.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3537 / 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 26.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Jitender Yadav, 998, C-2, Palam Vihar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Jitender Yadav, 998, C-2, Palam Vihar, Gurugram is consumer of DHBVN bearing account no. 9661560000 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that since 2020, he had been getting bills which were incorrect and on the basis of faulty meter. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO did not submit reply. The Forum directed the SDO to place on record the consumption data of 2 years prior to the installation of smart meter and the consumption track of smart meter till it got burnt. Also, to submit para wise reply to the complaint by the next date of hearing. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO did not submit reply but told that the MCO updation was pending t CBO level. The Forum directed the SDO to place on record the consumption data of 2 years prior to the installation of smart meter and the consumption track of smart meter till it got burnt. Also, to submit para wise reply to the complaint by the next date of hearing. Next date has been fixed as 24.08.2021.

Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 2499 dated 26.08.2021 stating that the bill issued to complainant was correct. He also submitted the consumption data of the complainant's account as asked for. Copy of the reply was given to complainant asking him to go through and report back. The Forum directed the SDO to get the meter tested and ensure that the slab benefit is given to the complainant. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO had submitted reply vide memo no. 2499 dated 26.08.2021 stating that the bill issued to complainant was correct. He


had also submitted the consumption data of the complainant's account as asked for. Copy of the reply was given to complainant asking him to go through and report back. The Forum again directed the SDO to get the meter tested or to get the check meter installed and ensure that the slab benefit was given to the complainant. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The SDO was present but the complainant was not present. The SDO told that the complainant was not coming forward to get the meter tested. The Forum decided to give the complainant a last opportunity to get the meter tested. Next date has been fixed as 01.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgref@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3547 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 26.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Prem Bhushan Khanna, GM 22, DLF Phase II, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Prem Bhushan Khanna, GM 22, DLF Phase II, Gurugram is consumer of DHBVN bearing account number 8145858000 under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has received a bill of more than Rs. 170000 which was very much on higher side and despite the fact his premises had been lying unused due to Corona. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 5737 dated 08.07.2021 stating that the additional amount put in the bill was on account of half margin raised by audit in August 2019. The complainant argued that if the amount had become chargeable in August 2019, then why the amount has been charged after 2 years when his tenant has already vacated. The Forum directed the SDO to submit complete case and the reasons for not charging the amount in time in 2019 itself. No coercive action should be taken till final disposal of the case. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply but said that his previous reply was correct. The complainant argued that if the amount had become chargeable in August 2019, then why the amount has been charged after 2 years when his tenant has already vacated. The Forum directed the SDO to submit complete case and the reasons for not charging the amount in time in 2019 itself. No coercive action should be taken till final disposal of the case. Next date has been fixed as 24.08.2021.

Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply but said that his previous reply was correct. The Forum observed that apparently there were lot of mistakes made while preparing the half margin as well as at the charging of half margin. The SDO was directed to place on record the complete consumption data specifically stating as to when the MDI exceeded for the first time. No coercive action should be taken till final disposal of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply. The Forum again observed that apparently there were lot of mistakes made while preparing the half margin as well as at the charging of half margin and that the record demanded by the Forum

during last hearing has not been put up. The SDO was again directed to place on record the complete consumption data specifically stating as to when the MDI exceeded for the first time and how did it follow in the succeeding months. No coercive action should be taken till final disposal of the case. Next date has been fixed as 24.09.2021.


Proceedings were held on 24.09.2021. The SDO was present but the complainant was not present. The complainant informed that he was hospitalized and therefore needed exemption. The SDO did not submit any detail as directed in the last hearing. fresh reply. The SDO was again directed to place on record the complete consumption data specifically stating as to when the MDI exceeded for the first time and how did it follow in the succeeding months. No coercive action should be taken till final disposal of the case. Next date has been fixed as 14.10.2021.

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

**(PRDEEP LOHAN)**  
**Member Accounts**

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



	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3610 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	13.07.2021, 10.08.2021, 26.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Anoop Arora, 109, Sector 44, 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. Anoop Arora, 109, Sector 44, Gurugram is consumer of DHBVN bearing account no. 4416960000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that an amount of Rs. 691000/- has been placed in his current bill without any reason presumably on the issue raised by audit. That previously also, an amount of Rs. 14 lacs had been placed in their account the half of which had been withdrawn. That he is never ever told on what basis the amounts are charged and removed from his account. No details are provided. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1803 dated 12.07.2021 stating the amount of Rs. 691555/- had been charged because of half margin raised by the audit and therefore the bill was correct. The Forum was not satisfied with the casual approach of the subdivision. The SDO was directed to submit copy of half margin on the basis of which Rs. 691555/- have been charged, the reason for charging Rs. 14 lacs and then the reason for refunding half of it and also that when the actual readings were available then why the bills were generated on average basis. The SDO to submit issue wise reply by the next date of hearing. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The complainant as well as the SDO was present. The SDO had submitted reply vide memo no. 1803 dated 12.07.2021 stating that the amount of Rs. 691555/- had been charged because of the half margin raised by the audit and therefore the bill was correct. The SDO was directed to submit copy of half margin on the basis of which Rs. 691555/- have been charged, the reason for charging Rs. 14 lacs and then the reason for refunding half of it and also that when the actual readings were available then why the bills were generated on average basis. The SDO to submit issue wise reply by the next date of hearing. Next date has been fixed as 24.08.2021.

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

SDO was present. The SDO did not submit any fresh reply but maintained that the amount charged was correct. The Forum observed that after going through the half margin and the consumption data supplied by the subdivision, there were discrepancies in the recorded readings during the period of dispute starting November 2018. This needed a clarification from the subdivision. The SDO was directed to submit the downloaded data if any by the next date of hearing. Next date has been fixed as 09.09.2021.


Proceedings were held on 09.09.2021. The complainant as well as SDO was present. The Forum again observed that after going through the half margin and the consumption data supplied by the subdivision, there were discrepancies in the recorded readings during the period of dispute starting November 2018 and required a clarification from the subdivision. The SDO was again directed to submit the downloaded data if any by the next date of hearing. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The complainant as well as SDO was present. SDO stated that there was no bill in the record which could prove that Rs. 14 lacs had ever been charged. The complainant submitted on record the copy of the bill and other details which showed Rs. 14 lacs having been charged. The Forum directed the SDO to verify the papers submitted by the complainant in this regard and come up with comprehensive reply on the next date of hearing. Next date has been fixed as 14.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3582 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	13.07.2021, 10.08.2021, 26.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Puneet Choudhary, C 81, Block 7, 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. Puneet Choudhary, C 81, Block 7, Gurugram is consumer of DHBVN bearing account no. 6441860000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that for the last 5-6 months, his bills were not on the basis of readings and he has been made to pay more. He approached respondent Nigam for correct billing but no action has been taken. He has requested the forum to redress his complaint.

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

Proceedings were held on 13.07.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1807 dated 12.07.2021 stating the complainant's meter was defective from November 2020 to May 2021 for which he has been charged on average basis. Also, that the bill was now correct. The SDO was directed to give details of the charging to complainant also and to deliver the corrected bill within next 15 days. The Forum also directed the complainant to pay the next bill as current bill must be paid by the due date. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The complainant as well as the SDO was present. The SDO had submitted reply vide memo no. 1807 dated 12.07.2021 on the last date of hearing stating the complainant's meter was defective from November 2020 to May 2021 for which he has been charged on average basis. The SDO also informed that they have sent a refund entry to CBO for Rs. 24761/- which was yet to be approved. Next date has been fixed as 24.08.2021.

Proceedings were held on 26.08.2021. The complainant as well as the SDO was present. The SDO had submitted reply vide memo no. 2217 dated 26.08.2021 stating the complainant's bill was made wrongly on kVAh basis instead of kWh basis and that a refund case of Rs. 31806/- had been sent to CBO for approval. The Forum asked the SDO to take up the matter personally with CBO to get the corrections made by the next date of hearing. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO told that the complainant's bill had been made


wrongly on kVAh basis instead of kWh basis and that a refund case of Rs. 31806/- had been sent to CBO for approval which was still awaited. The Forum asked the SDO to take up the matter personally with CBO to get the corrections made by the next date of hearing. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO told that the complainant's bill had been made wrongly on kVAh basis instead of kWh basis and that a refund case of Rs. 31806/- had been sent to CBO for approval which was still awaited. The Forum asked the SDO to take up the matter personally with CBO to get the corrections made by the next date of hearing. Next date has been fixed as 14.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 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, 08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. 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.

Proceedings were held on 08.07.2021. The SDO as well as advocate of the complainant were present. The advocate for complainant apprised that the detail supplied by subdivision was full of errors and that the amount deposited by him after the last order has not been shown as such. The Forum directed the complainant's advocate that if he had any objection, he should file written objections with a copy to the SDO latest by 25th July 2021 and this will be the last opportunity to him to reconcile the amount so paid. The SDO is also directed to submit detailed reply to such objections of the complainant latest by 5<sup>th</sup> August 2021. Now to come up for hearing on 10.08.2021.

Proceedings were held on 10.08.2021. The SDO was present but the complainant was not present. He pleaded exemption due to his poor health. The Forum directed the complainant that he should file written objections with a copy to the SDO latest by 31<sup>st</sup> August 2021 if he found any discrepancies in the calculations made by the subdivision. Also, that this would be the last opportunity to him to reconcile the amount so paid. The SDO is also directed to submit detailed reply to such objections of the complainant latest by 5<sup>th</sup> September 2021. Now to come up for hearing on 09.09.2021.


Proceedings were held on 09.09.2021. The SDO as well as the complainant was present. The Forum directed the complainant that he should deposit all his bills for the consumption from January 2018 up to date and SDO to confirm the payments. The complainant agreed to pay his dues by the next date. The SDO was directed to immediately tell the complainant about all the pending dues for the consumption from January 2019 up to date by excluding Rs. 2.5 lacs which the complainant had paid for the period prior to January 2019. Now to come up for hearing on 24.09.2021.

Proceedings were held on 24.09.2021. The SDO as well as the complainant was present. The Forum directed the complainant that he should deposit all his bills for the consumption from January 2018 up to date and SDO to confirm the payments. The complainant agreed to pay his dues by the next date. The SDO was directed to immediately tell the complainant about all the pending dues for the consumption from January 2019 up to date by excluding Rs. 2.5 lacs which the complainant had paid for the period prior to January 2019. Now to come up for hearing on 01.10.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3159 / 2020
DATE OF INSTITUTION	03.09.2020
DATES OF HEARING	25.09.2020, 27.10.2020, 01.12.2020, 29.12.2020, 27.01.2021, 23.02.2021, 10.03.2021, 08.04.2021, 08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of M/S M/s JMK Warehouse Pvt. Ltd., Village Jamalpur, Gurugram regarding refund of service connection charges

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

None from respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that fixed service charges as paid earlier at the time of release of connection on 5.4.2019 has not been refunded by respondent Nigam even when he has erected his own independent feeder at his own cost. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.09.2020 at Gurugram for hearing of the case.

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

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

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

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

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

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

Proceedings were held on 10.03.2021. Neither the complainant nor the SDO was present. Both the parties are directed to appear in person along with all the relevant details pertaining to the expenditure incurred by DHBVN and / or by the complainant on the erection of 11 kV independent feeder. Now to come up for hearing on 25.03.2021.

Proceedings were held on 08.04.2021. Representative of complainant was present but none from respondent SDO was present. However, SDO submitted his reply vide No. 691 Dated 08.04.2021 stating that an estimate of Rs.132577/- was sanctioned vide no. BK-81/2019-20 and work was carried by the Nigam for release of connection on dated 05.08.2019. Complainant was not satisfied he argued that work was undertaken under self-execution by him. Both the parties are directed to appear in person along with all the relevant details pertaining to the expenditure incurred by DHBVN and / or by the complainant confirming the facts. Now to come up for hearing on 27.04.2021.

Proceedings were held on 08.07.2021. Representative of complainant as well as the SDO was present. The SDO referred to his earlier reply vide No. 691 dated 08.04.2021 stating that an estimate of Rs.132577/- was sanctioned vide no. BK-81/2019-20 and work was carried by the Nigam for release of connection on dated 05.08.2019. Complainant was not satisfied he argued that work was undertaken under self-execution by him and therefore was entitled for the service connections charges while taking the connection originally from the common feeder. The SDO apprised that there no such HERC regulation which permitted refund of service connection charges. Now to come up for arguments and order on 10.08.2021.

Proceedings were held on 10.08.2021. None of the parties were present. Now to come up for arguments and order on 09.09.2021.


Proceedings were held on 09.09.2021. None of the parties were present. Now to come up for arguments and order on 24.09.2021.

Proceedings were held on 24.09.2021. None of the parties were present. The Forum directed both the parties to be present for arguments. Now to come up for arguments and order on 14.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3362 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021, 09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of M/s Exotica Condominium Owners Association, Parsavnath Exotica, Gold Course Road, Sector-53, Next to IBIS Hotel, Gurugram regarding connection issue.

..... 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**

M/s Exotica Condominium Owners Association, Parsavnath Exotica, Gold Course Road, Sector-53, Next to IBIS Hotel, Gurugram has been consumer of DHBVN vide A&A no. 33566/BS(DS) dated 13.2.2008 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 have a sanctioned load of 4350 kW at their premises through an independent feeder. They have requested Forum to redress their complaint as under:

1. They came to know that respondent Nigam has connected some commercial connections of M/s Genpact, M/s Bawarchi & M/s AIPL with their feeder, which was against the law, as such, requested either to disconnect these connections or their feeder be converted into general feeder and service charges as paid by them be refunded along with interest.
2. They have spent Rs.1710280/- on repair and maintenance of HT cable/equipment during June, 2018 to Sep.,2020. As per instructions, said expenditure should be borne by DHBVN, as such, requested for refund of the same along with interest.
3. They have paid sundry charges amounting to Rs.6969250/- during July, 2018 to Nov., 2019 through regular bill. It should be refunded with interest.

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. Representative of respondent SDO requested for another date to furnish reply. Request allowed. 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. The SDO assured to submit detailed reply before next date of hearing. Forum directed respondent SDO to ensure his presence on next date of hearing along with detail reply as assured.

Proceedings were held on 10.03.2021. Out of three issues raised in the complaint, the SDO apprised that all the other connections, whatsoever, have since been removed and that the case for refund of extra amount charged has been processed with CBO. The complainant was not satisfied and insisted that the feeder loss percentage during common period of running should also be apportioned which has not been done as yet by the SDO.



The Forum was also not satisfied with the reply of the subdivision. The Forum directed SDO to take up the matter with his senior office and come up with a conclusive reply to all the issues raised in the complaint.

Proceedings were held on 08.04.2021. Respondent SDO did not submit his reply. However representative of respondent SDO informed that the feeder loss percentage during common period of running has not been apportioned since a recent issue of charging of around Rs, 1.5 crores during defective period was pending. So far as detail of sundry charges amounting to Rs.6969250/- during July, 2018 to Nov., 2019 through regular bill was concerned, Rs. 11 Lakh was related to updated ACD, which was earlier adjusted in SOP. Now the case for updating in ACD head was in process and around Rs. 22 Lakh was charged as per HM, detail would be provided on next date, being not available in his office at the moment. Detail of remaining amount of about Rs.36.69 lakh has been provided to the complainant and he is satisfied too. Complainant also provided the additional submissions regarding expenditure incurred by them on Repair & maintenance on feeder during Feb. 2021. Forum directed the complainant to visit respondent office to reconcile the amount to be charged during recent defective period within a week's time and respondent SDO to reconcile the same and apportion the feeder loss percentage during common period, update ACD amount of Rs. 11 Lakh and pay the interest thereon, provide detail of Rs. 22 Lakh within 20 days. SDO was also directed to specifically reply to the demand of complainant on the refund of repair and maintenance charges incurred by the complainant. Next date of hearing is now fixed for 11.05.2021.

Proceedings were held on 08.07.2021. The complainant as well as Respondent SDO were available. SDO did not submit any reply but told that the directions given by the Forum in last hearing were being complied with and it would take some more time to file a final reply in that regard. SDO was also directed to specifically reply to the demand of complainant on the refund of repair and maintenance charges incurred by the complainant. Next date of hearing is now fixed for 10.08.2021.

Proceedings were held on 10.08.2021. The complainant was not present but the SDO was present. SDO did not submit any reply but told that the directions given by the Forum in last hearings were being complied with and it would take some more time to file a final reply in that regard. SDO was also directed to specifically reply to the demand of complainant on the refund of

repair and maintenance charges incurred by the complainant. Next date of hearing is now fixed for 09.09.2021


Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. SDO submitted reply vide memo no. 2343 dated 08.09.2021 stating that the complainant had never got the repair and maintenance estimates sanctioned nor any thing on the matter was in record. The complainant on his side submitted copies of some e-mails in proof of their contention. The SDO told that he would have to check up from records whether any approval had been given to them or not. The SDO was again directed to specifically reply to the instances of repair and maintenance referred to in the complaint. Next date of hearing is now fixed for 24.09.2021

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. SDO did not submit any reply but reiterated that the complainant had never got the repair and maintenance estimates sanctioned nor any thing on the matter was in record. The complainant on his side had submitted copies of some e-mails in proof of their contention. The SDO was again directed to specifically reply to the instances of repair and maintenance referred to in the complaint. Next date of hearing is now fixed for 14.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3391 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Rakesh Bilera, H.No.1461, Ground Floor, Maruti Vihar, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Rakesh Bilera, H.No.1461, Ground Floor, Maruti Vihar, Gurugram is consumer of DHBVN bearing account no. 1519640000 under SDO (OP) S/Divn., DHBVN, DLF, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had been receiving wrong bills without reading for long. Also, the bill received during 12/2020 for Rs.564017/- was wrong. He approached respondent SDO for redress of his grievance, but no action has been taken. He requested Forum to redress his complaint.

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

Proceeding was held on dated 9.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply, however, requested for another date to furnish reply. Forum directed respondent SDO to submit detailed reply along with consumption data of one year of old meter and up to date in respect of new meter, Lab. test report and reading retrieved, within fifteen days. No coercive action be taken till decision of case.

Proceedings were held on 10.03.2021. The SDO did not submit any reply and requested for another date to resolve the issue. Forum directed respondent SDO to submit detailed reply along with consumption data of one year of old meter and up to date in respect of new meter, Lab. test report and reading retrieved, within fifteen days. No coercive action be taken till decision of case.

Proceedings were held on 08.04.2021. SDO submitted his reply vide no.5366 dated 08.04.2021 which was not satisfactory, thus Forum viewed seriously the casual approach of the SDO and directed respondent SDO to appear personally on next date and submit detailed reply along with consumption data of three year of old meter and up to date in respect of new meter, Lab. test report and reading retrieved, within fifteen days. Now to come up on the next date of hearing on 27.04.2021.

Proceedings were held on 08.07.2021. SDO submitted the consumption data of the last three years as directed but copy of the lab report and detail of reading retrieved was not given. The Forum directed respondent SDO to submit

Lab. test report and reading retrieved, within fifteen days. Now to come up on the next date of hearing on 10.08.2021

Proceedings were held on 10.08.2021. Complainant was not present but the SDO was present. The Forum directed respondent SDO to submit Lab. test report and reading retrieved, within fifteen days. Now to come up on the next date of hearing on 09.09.2021.


Proceedings were held on 09.09.2021. Complainant as well as the SDO was present. The SDO submitted reply vide memo no. 693 dated 09.09.2021 annexing thereby the Lab. test report and copy of the reading retrieved. Copy of the same was given to the complainant. Now to come up for arguments on the next date of hearing on 24.09.2021.

Proceedings were held on 24.09.2021. Complainant was not present but the SDO was present. The Forum decided to give another date to complainant to put forth his set of arguments. Now to come up for arguments on the next date of hearing on 01.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3491 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Munish Yadav, 479/3, Prem Nagar, Delhi Road, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Munish Yadav, 479/3, Prem Nagar, Delhi Road, Gurugram is consumer of DHBVN bearing account no. 4048687618 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has not been getting the bills as per actual consumption and that abnormal amounts have been levied in the bills without any explanation by the subdivision. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO did not submit reply but informed that the case had been already sent to CBO for allowing the refund due to the complainant. But the case was still pending at CBO end. 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 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO did not submit reply but informed that the case had been already sent to CBO for allowing the refund due to the complainant. Also that the office had sent the refund entry of Rs. 140571/- but the CBO had approved the entry of Rs. 22477/- only. 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 09.09.2021.


Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO did not submit reply but informed that the case had been sent to CBO for allowing the refund due to the complainant. Also that the office had sent the refund entry of Rs. 140571/- but the CBO had approved the entry of Rs. 22477/- only. The Forum again directed the SDO to take up the matter personally with CBO and get the complete corrections made before the next date of hearing. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The SDO as well as the complainant were present. The SDO informed that the case had been sent to CBO for allowing the balance refund of Rs. 118000/-. Next date has been fixed as 14.10.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3569 / 2021
DATE OF INSTITUTION	01.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Sushil Kumar, 868 / 13, Vijay Park, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

Sh. Sushil Kumar, 868 / 13, Vijay Park, Gurugram is consumer of DHBVN bearing account no. 8646430000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had paid excess amount since 2019 but the same has not been refunded so far despite assurances by the subdivision. It was refunded once but has been put again in his account. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

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

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 828 dated 07.07.2021 stating that his office had processed the case to CBO for refund of Rs. 26900/= but now the CBO has remarked that the same amount had been refunded way back in 2019 itself and therefore its refund again was not required, and hence, the current bill was correct. The Forum directed the SDO to place on record the excess charging detail, refund made earlier, its recharging again etc. along with detailed reply by the next date of hearing. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 10224 dated 10.08.2021 stating that his office had processed the case to CBO for refund of Rs. 26900/- but now the CBO has remarked that the same amount had been refunded way back in 2019 itself and therefore its refund again was not required, and hence, the current bill was correct. The Forum directed the SDO to place on record the excess charging detail, refund made earlier, its recharging again etc. along with detailed reply by the next date of hearing. Next date has been fixed as 09.09.2021.


Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO did not submit any reply and requested for another date. The Forum again directed the SDO to place on record the excess charging detail, refund made earlier, its recharging again etc. along with detailed reply by the next date of hearing. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but informed that the case for refund had been sent to CBO and that it would take some more time to get the approval from there. The Forum again directed the SDO to place on record the excess charging detail, refund made earlier, its recharging again etc. along with detailed reply by the next date of hearing. Next date has been fixed as 14.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3722 / 2021
DATE OF INSTITUTION	27.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Pradeep Attri, H No. 177, Sector 56, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Predeep Attri, H No. 177, Sector 56, Gurugram is consumer of DHBVN bearing account no. 4428438922 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he received a bill for Rs. 136430/- despite the fact that his house has been locked for last one year as he resides in Panchkula. He has been approaching the Nigam for resolution of the case 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 09.09.2021 at Gurugram for hearing of the case.


Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit any reply. The SDO was directed to submit detailed reply specifically mentioning the contents of the complaint and no coercive action be taken till further directions in that regard by the Forum. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but informed that out of the total amount charge, as also mentioned by the complainant in his complaint, refund of Rs. 17000/- has been made but refund of Rs. 1,15,000/- was pending with CBO and that it would take another 20 days or so to settle the account. The SDO was directed to take up the matter with CBO for an early approval and that no coercive action be taken till further directions in that regard by the Forum. Next date has been fixed as 14.10.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3719 / 2021
DATE OF INSTITUTION	27.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Atul Wassan, H No. 933, Sector 40, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Atul Wassan, H No. 933, Sector 40, Gurugram is consumer of DHBVN bearing account no. 6246360000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had installed roof top solar on 27.08.2020 but inspite of installation of net meter, the benefit has not yet been given to him and he is being made to pay more than f=due bills. He has been approaching the Nigam for resolution of the case 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 09.09.2021 at Gurugram for hearing of the case.


Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2339 dated 08.09.2021 stating that the solar connection has now been updated in the system and that the next bill would be correct. The SDO was directed to ensure that the next bill delivered includes the benefit of solar connection. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 44 dated 24.09.2021 stating that the solar connection has now been updated in the system and that the next bill would be correct. The SDO was directed to ensure that the next bill delivered includes the benefit of solar connection. Next date has been fixed as 14.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3690 / 2021
DATE OF INSTITUTION	03.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Anil Aggarwal, House no. 394, Sector 40, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Anil Aggarwal, H No. 394, Sector 40, Gurugram is consumer of DHBVN bearing account no. 7353450000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been served with an absurd bill and despite his continuously approaching the subdivision, the bill has not been corrected. 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 09.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2337 dated 08.09.2021 stating that the case ID for correction of bill has been generated and sent to CBO for correction which will be reflected in the next bill. The SDO was directed to ensure that the next bill delivered is correct. Next date has been fixed as 24.09.2021.


Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 45 dated 24.09.2021 stating that the case ID for correction of bill has been generated and sent to CBO for correction for refund of Rs. 591151/- which will be reflected in the next bill. The SDO was directed to ensure that the next bill delivered is correct. Next date has been fixed as 14.10.2021.

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

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

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



	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3721 / 2021
DATE OF INSTITUTION	27.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Gaurav Sharma, House no. CW – 31 GF, Malibu Towne, Sohna Road, Gurugram regarding wrong billing  
..... Complainant / Petitioner

Vs.

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

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Gaurav Sharma, House no. CW – 31 GF, Malibu Towne, Sohna Road, Gurugram is consumer of DHBVN bearing account no. 8894270000 under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been served with bills absolutely absurd, not as per readings and some times on MMC despite the fact that consumption has been recorded. Also, that despite his continuously approaching the subdivision for the last one year, the bill has not been corrected. 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 09.09.2021 at Gurugram for hearing of the case.


Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit reply but requested for another date. The SDO was directed to submit detailed reply by the next date and no coercive action should be taken till further orders by the Forum. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO did not submit reply but apprised that the bills which were hitherto being raised on MMC basis had been corrected on actual reading basis and that the same had been sent to CBO for correction. The SDO was directed not to take any coercive action till final correction of the bill. Next date has been fixed as 14.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3703 / 2021
DATE OF INSTITUTION	24.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Smt. Raj Kumari Laul, r/o House no. 88, 1<sup>st</sup> Floor, Kirti Nagar, New Delhi (House no. D 51, Rosewood City, Sector 49/50, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Smt. Raj Kumari Laul, r/o House no. 88, 1<sup>st</sup> Floor, Kirti Nagar, New Delhi (House no. D 51, Rosewood City, Sector 49/50, Gurugram is consumer of DHBVN bearing account no. 1841660000 under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that despite the fact all dues had been cleared till October 2020 and his tenant had vacated the house, a sundry charge of Rs. 2-8318/- has been added in the bill received in February 2021. This was totally unjustified. That his tenant has now vacated and the house has been sold to new owner. Also, that despite his continuously approaching the subdivision for the last one year, the bill has not been corrected. 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 09.09.2021 at Gurugram for hearing of the case.


Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 793 dated 09.09.2021 detailing the charging which has been done on the M&P report after the last reading was retrieved. Copy of the reply was given to the complainant. The SDO was directed to submit detailed consumption data for the last 5 years and the billing / payment details. No coercive action should be taken till further orders by the Forum. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 916 dated 24.09.2021 annexing thereby the consumption data of the last 5 years. Copy of the reply was given to the complainant. The complainant submitted that meter had been removed on a particular reading and there was no question of retrieval of reading and also that the charging for defective period should be done on average basis. The SDO was directed to submit complete details of the case and the payment details. No coercive action should be taken till further orders by the Forum. Next date has been fixed as 01.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3689 / 2021
DATE OF INSTITUTION	03.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Ashutosh, House no. 122-123, Dhankot Enclave,  
Block B, Villa no. 51, 52, 53, Dhankot, Gurugram regarding wrong billing  
..... Complainant / Petitioner

Vs.

XEN / OP CITY Divn., DHBVN, Gurugram  
SDO/OP S/D, New Palam Vihar, DHBVN, Gurugram  
..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Ashutosh, House no. 122-123, Dhankot Enclave, Block B, Villa no. 51, 52, 53, Dhankot, Gurugram is a non-consumer but wants an electricity connection for a residential premises which he purchased from a developer under SDO (OP) S/Divn., DHBVN, New Palam Vihar, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that despite lot of efforts to get a new connection in his property which he had purchased from a developer, the subdivision has not been accepting the application. Also, that despite his continuously approaching the subdivision for the last one year, the bill has not been corrected. 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 09.09.2021 at Gurugram for hearing of the case.


Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit reply and requested for another suitable date. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The SDO did not submit reply and requested for another suitable date. Next date has been fixed as 01.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3720 / 2021
DATE OF INSTITUTION	27.08.2021
DATES OF HEARING	09.09.2021, 24.09.2021

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

Present:

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

In the matter of complaint of Sh. Mahesh Kumar, village Mohammadpur Jharsa,  
Bhora Kalan, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Manesar Divn., DHBVN, Gurugram  
SDO/OP S/D, Bhora Kalan, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Mahesh Kumar, village Mohammadpur Jharsa, Bhora Kalan, Gurugram is a consumer with account no. under SDO (OP) S/Divn., DHBVN, Bhora Kalan, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that in the month of January and February 2021, the bills issued were of abnormally high readings when compared to the corresponding months of the previous year. Also, the connection was disconnected on non-payment on 14.03.2021 despite the fact that the due date of payment was 30.03.2021. He has complained that meter was creeping even without load but the subdivision did not take any cognizance. Also, that despite his continuously approaching the subdivision for the last one year, the bill has not been corrected. 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 09.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 1962 dated 09.09.2021 stating details of the case. Copy of the reply was given to the complainant. The Forum directed both the parties to come prepared for arguments on the next date of hearing. Next date has been fixed as 24.09.2021.


Proceedings were held on 24.09.2021. The complainant was present but the SDO was not present. The SDO submitted had reply vide memo no. 1962 dated 09.09.2021 stating details of the case. Copy of the reply was given to the complainant. The complainant said that despite his repeated requests his previous meter was not got checked by the subdivision. The Forum directed the SDO to get the meter checked up from M&T laboratory and submit report on the next date of hearing. The Forum directed both the parties to come prepared for arguments on the next date of hearing. Next date has been fixed as 14.10.2021.

**(MANOJ YADAV)**  
Member Technical

**(PRADEEP LOHAN)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson



	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3723 / 2021
DATE OF INSTITUTION	09.09.2021
DATES OF HEARING	24.09.2021

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

Present:

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

In the matter of complaint by the RWA of Valley View Estate, Gwal Pahari, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

RWA of the Valley View Estate, Gwal Pahari, Gurugram is a consumer with account no. 8992660000 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 in December 2018, they received a bill showing huge arrears. On enquiry they were told that it was due to difference in the reading between two energy meters, one installed at the substation end and the other at their end. On further enquiry, they found that the difference had come because MF (Multiplying Factor) of their had been taken as "1" instead of "5" and this error had caused all the difference. That they have been fighting it out for the last more than 3 years but the correction has not yet been made despite the fact that several times they have received messages from Nigam that their problem was genuine and would be corrected soon. But nothing has happened so far. Therefore now 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 24.09.2021 at Gurugram for hearing of the case.

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO did not submit reply but told that a detailed reply would be submitted by the next date of hearing. Next date of hearing is fixed on 01.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH/CGRF/3333/2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020, 27.01.2021, 23.02.2021, 10.03.2021, 25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 17.09.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

XEN/OP City Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Proceedings were held on 24.09.2021. The Chief Engineer Commercial of DHBVN appeared before the Forum and submitted in writing that he was aware of the issue but he would require another 20-25 days to get the matter approved from the competent authority and submit before the Forum. The Forum observed that the matter had already got over delayed because of non-submission of reply by the SDO despite repeated reminders and directions by the Forum in this regard. The Forum directed Chief Engineer Commercial to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 25.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM          D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3191 / 2020
DATE OF INSTITUTION	17.08.2020
DATES OF HEARING	08.10.2020, 27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021, 09.02.2021, 08.07.2021, 20.08.2021, 17.09.2021, 24.09.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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


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

Proceedings were held on 24.09.2021. The Chief Engineer Commercial of DHBVN appeared before the Forum and submitted in writing that he was aware of the issue but he would require another 20-25 days to get the matter approved from the competent authority and submit before the Forum. The Forum observed that the matter had already got over delayed because of non-submission of reply by the SDO despite repeated reminders and directions by the Forum in this regard. The Forum directed Chief Engineer Commercial to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 25.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3386/ 2021
DATE OF INSTITUTION	14.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021. 20.08.2021, 17.09.2021, 24.09.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

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

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

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

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

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

- i) Whether the sales circulars taking care of the leading power factor in case of whole current meters is applicable to HT & LT CT Meters also
- ii) If not, what is the mechanism being adopted by which the leading power factor in HT & LT CT Meters gets blocked at its highest value of "1"
- iii) Are the HT & LT CT Meters being purchased at present have the facility of blocking the leading power factor and reading it as "1"

iv) What is the method of resolution being adopted by DHBVN in those cases where the HT & LT CT Meters are still in use at different consumers' sites and do not have the facility of blocking the leading power factor and reading it as "1" instead of treating it at par with lagging power factor.

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

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

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

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

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

Proceedings were held on 24.09.2021. The Chief Engineer Commercial of DHBVN appeared before the Forum and submitted in writing that he was aware of the issue but he would require another 20-25 days to get the matter approved from the competent authority and submit before the Forum. The Forum observed that the matter had already got over delayed because of non-submission of reply by the SDO despite repeated reminders and directions by the Forum in this regard. The Forum directed Chief Engineer Commercial to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 25.10.2021.

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

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

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