	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 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, 25.03.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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

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

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

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 25.03.2021. Neither the complainant nor the SDO was present. The Forum viewed the absence very seriously and decided to direct parties to

appear in person as a last opportunity 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 08.04.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

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

Present:

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

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

..... Complainant / Petitioner

Vs.

XEN/OP City Divn., DHBVN, Gurugram.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3385 / 2021
DATE OF INSTITUTION	11.01.2021
DATES OF HEARING	27.01.2021, 23.02.2021, 10.03.2021, 25.03.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

XEN/OPERATION Divn., DHBVN, Manesar.

SDO/OP S/D, DHBVN, Manesar.

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3432 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021, 10.03.2021, 25.03.2021

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

Present:

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

In the matter of complaint of Sh. Sanjeev Jain, 95, IDC Mehrauli Road, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

Complainant has filed the present complaint stating that Rs.440185/- have been charged in the bill issued for the month of Feb., 2019. This was due to wrong MF billing during the period 2015 onwards while he had extended the load from 11kV to 49 kW. He approached respondent SDO for redressal of his grievance, but no action has been taken. He requested Forum to redress his complaint.

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

Proceeding was held on dated 23.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply and requested for another date to furnish detailed reply. Request allowed. Forum directed the respondent SDO to submit detailed reply.


Proceedings were held on 10.03.2021. Complainant was not present but the SDO was present. The SDO requested for another date for submission of detailed reply. Next date of hearing is fixed for 25.03.2021.

Proceedings were held on 25.03.2021. Complainant as well as SDO were present. Neither the complainant nor the SDO were aware of the issues involved and therefore requested for another date. The Forum directed both the parties to come prepared with full details on the next date along with reply. Next date of hearing is fixed for 27.04.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3433 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021, 10.03.2021, 25.03.2021

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

Present:

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

In the matter of complaint of Sh. Saurabh Lalit, H.No.635 Gali No.4, Arjun Nagar, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

Complainant has filed the present complaint stating that he had bought the said premises in 2017 and the previous owner of premises had cleared all the dues. Now, respondent Nigam has suddenly added Rs.32000/- as sundry charges for the period prior to 2017. He has approached respondent SDO for redressal of his grievance, but no action has been taken. He requested Forum to redress his complaint.

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

Proceeding was held on dated 23.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply but informed that the amount related to the year 2014 and on account of dishonor of cheque towards energy bill. Forum directed the respondent SDO to submit detailed reply in this regard.


Proceedings were held on 10.03.2021. Complainant was not present but the SDO was present. The SDO requested for another date for submission of detailed reply. Next date of hearing is fixed for 25.03.2021

Proceedings were held on 25.03.2021. The SDO submitted reply stating that the relevant record pertaining to dishonoring of the cheque was nor available in his office and that he was trying to get some information from Hisar HQ. The complainant also failed to submit any record which could prove that he was not at fault. On the request of both the parties, the Forum decided to grant another date for both of them to come up with some concrete evidence. Now to come up for hearing on 27.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3434 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021, 10.03.2021, 25.03.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3206 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021, 09.02.2021, 10.03.2021, 25.03.2021

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

Present:

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

In the matter of complaint of M/S Ansal Properties & Sushant Estate, Sector 52,
Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

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

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

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

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

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Not present

For the Respondent None of respondent SDO

INTERIM ORDER

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

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

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

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

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO replied vide memo.no.1085 dated 7.9.20 stating therein that the premises of the complainant had been checked by M&P team through MT1 No. 67/1399 dated 14.03.2020 and MDI had been found exceeded 12.674x6=74 kW. So, the charging was done by CBO Hisar. Forum observed that MDI of 74 kW (sanctioned load 12 kW) was extra ordinarily high, as such, the Forum directed the respondent SDO to collect the temper data record from M&P team for last one year and submit along with his comments well before next date of hearing.

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

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

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

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3403 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 25.03.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3307 / 2020
DATE OF INSTITUTION	25.11.2020
DATES OF HEARING	10.12.2020, 29.12.2020, 27.01.2021, 23.02.2021, 25.03.2021

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

Present:

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

In the matter of complaint of Sh. Kamlesh Kumari C/o M/s Bhawani Co-op. Societies, GH-91,
Sector-54, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Kamlesh Kumari C/o M/s Bhawani Co-op. Societies, GH-91, Sector-54, Gurugram is consumer of DHBVN bearing account no. 3088950000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that rebate of 4% in tariff has not been allowed since date of connection, ACD as deposited not updated accurately and interest thereon also not given. He approached respondent Nigam but no action was taken. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 10.12.2020 at Gurugram for hearing of the case.

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

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

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

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

next date of hearing 25.03.2021.

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3313 / 2020
DATE OF INSTITUTION	02.12.2020
DATES OF HEARING	29.12.2020, 27.01.2021, 23.02.2021, 25.03.2021

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

Present:

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

In the matter of complaint of Smt. Bhawna Kaushal, H.No.1704, Sector-46, Gurugram
regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Bhawna Kaushal, H.No.1704, Sector-46, Gurugram has been the consumer of DHBVN bearing account no. 8761520032 under SDO (OP) South City S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the meter was installed during 12/2008. The bill generated for the period 4/2019 to 10/2019 for 15413 kWH was on higher side. She approached office of respondent SDO but with no result. She has requested the forum to redress her complaint.

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

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 3885 dated 28.12.2020 stating that the bill for the period 4.4.19 to 4.10.19 was rectified by his office on 6.11.2019. Further, meter of the complainant was changed on 15.11.2019 by L&T in regular smart meter changing process. Meter of complainant replaced with reading 16463. Screen shot of meter and MCO placed on record. Complainant argued that consumption as shown was not possible at all. Forum directed respondent SDO to get the meter tested from M&T Lab. and place on record the retrieved reading and also submit consumption data of all meters installed in the same building since date of connection to date. No coercive action be taken till decision of the case.

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

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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3360 / 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	27.01.2021, 23.02.2021, 25.03.2021

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

Present:

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

In the matter of complaint of Sh. Subhash Chand Arora, M/s Trepri Consultants Pvt. Ltd., H-3/157, 2nd Floor, Vikas Puri, New Delhi regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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


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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

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

Present:

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

In the matter of complaint of Sh. Jagpreet Singh Sawhney, House no. 762, Sector 15 Part II, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

SDO Present

INTERIM ORDER

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

Complainant filed the present complaint stating that a notice had been received from the respondent SDO asking him to deposit a sum of Rs.617000/- within seven days, which was wrong and was not as per the actual reading. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 9.9.2020 at Gurugram for hearing of the case.

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

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

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

Proceeding was held on dated 10.11.2020 at Gurugram. Representative of Complainant and respondent SDO were present. SDO did not submit reply but informed that the complainant had withdrawn the suit from the civil court. However, certified copy was awaited. Complainant informed that he was ready to pay Rs. 2.5 lakh of disputed amount and current bill also. Forum directed complainant to submit the certified copy of withdrawal his case within seven days. Respondent SDO was directed to inform the Forum as well as the complainant the total pending dues in two parts. First part, the amount which was outstanding up to 31.12.2018 when the dispute arose and Second part, the bills which have become due after 31.12.2018 till

31.10.2020 within 15 days. The complainant will remit at least 20% of disputed amount or 2.5 lakh as agreed whichever is higher along with the undisputed outstanding amount within 15 days thereafter. Connection of the complainant should not be disconnected till final decision of the case. Now to come on next date of hearing on 10.12.2020 along with detailed submissions from both the parties.

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

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

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

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


between him and DHBVN keeping in view that sufficient time had already been given to him. Now to come on next date of hearing on 25.03.2021.

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3426 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	23.02.2021, 25.03.2021

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

Present:

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

In the matter of complaint of Smt. Anita Narula W/o Sh. Pardeep Narula, D-216, 2nd Floor Vivek Vihar, Delhi regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Anita Narula W/o Sh. Pardeep Narula, D-216, 2nd Floor Vivek Vihar, Delhi is consumer of DHBVN bearing account no. 1209821000 under SDO (OP) S/Divn., DHBVN, Sohna Road, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill issued during January, 2021 for the period 11.3.2020 to 2.12.2020 for Rs.35677/- was wrong and inflated since her house remained closed from 6th June to 27th Dec., 2020. She approached respondent SDO for redressal of her grievance but no action has been taken. She has requested the Forum to redress her complaint.

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


Proceeding was held on dated 23.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply but informed that bill was correct since the average of corresponding period of last year was charged during defective period. Complainant was not satisfied. She argued and placed on record copy of complaints lodged for replacement of her defective meter dated 6.7.20, 23.7.2020, 5.8.20, 29.9.20 and 19.10.2020. But respondent Nigam replaced the meter on 29.9.2020. As her house remained closed during said period, the respondent Nigam should charge MMC instead of on average basis. Had respondent Nigam replaced defective meter on her first request, said situation would not have arisen. Forum directed the respondent SDO to submit detailed reply with reason of non-replacement of meter in time. Now to come up on the next date of hearing on 25.03.2021.

Proceedings were held on 25.03.2021. The SDO submitted reply vide memo no. 1814 dated 24.03.2021 stating that bill of the consumer had been rectified and that meter could not be replaced in time due to shortage of meters. But the consumer was not satisfied. The Forum directed the SDO to submit last one year consumption data of the old meter and up to date consumption data of the new meter by the next date of hearing. Now to come up for hearing on 08.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 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, 23.02.2021, 10.03.2021, 25.03.2021

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

Present:

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

In the matter of complaint of 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.

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Xen. (M&P) telephonically requested for next date. Request allowed. Proceedings were held on 10.03.2021. The Forum observed that the complaint and its resolution involves a larger question as to whether any penalty needs to be imposed on the consumers even when the power factor records in leading and not lagging. The SDO informed that there was a circular which stipulates that leading power factor would be recorded / blocked as "1" but this circular was applicable to only Whole Current meters. The Forum decided that a 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 is 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 is directed not to take any coercive action or disconnection till the final decision in this case. Now, to come up for hearing on 25.03.2021.

Proceedings were held on 25.03.2021. The Complainant requested for exemption from personal appearance on health grounds. The SDO was present. The SDO did not submit reply. The Forum directed the SDO to get the reply from the office of CE Commercial or any other concerned office so that the issue regarding leading power factor can be resolved. The SDO requested for another date. Now to come up for hearing on 27.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3473/2021
DATE OF INSTITUTION	08/03/2021
DATES OF HEARING	25.03.2021

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

Present:

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

In the matter of complaint of Sh. Inder jeet Kochhar R/o B-103, South city-1 Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, SUBURBAN, GURUGRAM
SDO/OPERATION S/D South City DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Inderjeet Kochhar R/o B-103, South city-1 Gurugram has an electricity connection bearing account no. 0945462662 under SDO (OP) south city S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that bill for the month of April 2019 includes a sundry amount of Rs. 381259 as per HM for the initial non billing period which was wrong as he had already paid the same. In spite of constant pursuance with respondent SDO, no action has been taken. He requested the forum to redress his complaint.

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

Proceedings were held on 25.03.2021 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 769 dated 23.03.2021 stating that an amount has been charged for the non billing period vide SC&AR no. 35/37R dated 26.03.2019. But when the billing started in RAPDRP, it got charged again. Now, sundry of Rs. 507075/- on account of SOP of RS. 381259/- plus surcharge thereon has been prepared. Copy placed on record. Case sent to CBO for rectification, which is pending as yet. Forum directed the respondent SDO to get bill of the complainant rectified and delivered within 15 days. Now to come up for hearing on 27.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3479/2021
DATE OF INSTITUTION	08/03/2021
DATES OF HEARING	25.03.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Suresh Iyer R/o D-02,Green Wood City ,sector 46
Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Suresh Iyer R/o D-02, Green Wood City, sector 46 Gurugram has got an electricity connection bearing account no. 9070660000 under SDO (OP) south city S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that bill for the month of December 2020 included a sundry amount of Rs.328142/- as per HM for the period 29/09/2015 to 20/11/2019 on the basis on arbitrary consumption. Though the consumption during this period was 4870.66 kWh yet the amount billed was Rs.110851/- Also, that the house remained almost unoccupied during this period. In spite of constant pursuance with respondent SDO, no action has been taken. He has now requested the Forum to redress his complaint.

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

Proceeding was held on dated 25.03.2021 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo .no. 765 dated 24.03.2021 stating that an amount of Rs. 328142/- was charged vide SC&AR no.94/50R as per HM raised by Audit on the basis of New meter consumption as the old meter was found dead stop. As such charging was correct. He further stated that his office had no right to waive off the surcharge on that bill. Complainant was not satisfied. He placed on record the month wise consumption for the said period. Forum directed respondent SDO to submit the consumption data for the period as much as possible of old meter and up to date data in respect of new meter, copy of MCO, Meter Lab test report including survey/temper data, if any, retrieval of reading as much as possible and confirm that meter reading were taken through CMRI/Manual. If it was through CMRI, documentary proof of old reading. No coercive action be taken till disposal of the case. Now to come up for hearing on 27.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3485/2021
DATE OF INSTITUTION	09/03/2021
DATES OF HEARING	25.03.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Sudershan Kumar Ahuja, President- New Shivani Cooperative Group Housing Society, Plat No. 51, Sector-56 Gurugram regarding wrong billing
..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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

CASE NUMBER	DH / CGRF / 3504/2021
DATE OF INSTITUTION	09/03/2021
DATES OF HEARING	25.03.2021

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

Present:

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

In the matter of complaint of Sh. Satya Sharma H.No. 744, Sector 31 Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Satya Sharma H. No. 744, Sector 31 Gurugram has an electricity connection bearing account no. 8496170000 under SDO (OP) south city S/Divn., DHBVN, Gurugram. Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his meter was changed with smart meter during June 2020. But till date, the respondent Nigam has been issuing bills on PR / average basis without reading. In spite of constant pursuance with respondent SDO, no action has been taken. He requested the forum to redress his complaint.

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

Proceeding was held on dated 25.03.2021 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo. no. 759 dated 24.03.2021 stating that the smart meter installed on the complainant's premises has been updated on the system and his case has been sent to CBO vide case Id 8241725581 which was pending as yet. Forum directed the respondent SDO to get bill of the complainant rectified and delivered within 15 days. Now to come up for hearing on 27.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3458/2021
DATE OF INSTITUTION	03/03/2021
DATES OF HEARING	25.03.2021

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

Present:

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

In the matter of complaint of Sh. Sanjay Kapoor, House No. P-4/7,Basement, DLF City,Phase-2 ,Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Sanjay Kapoor, House No. P-4/7, Basement, DLF City, Phase-2 Gurugram has got an electricity connection bearing account no. 4519341684 under SDO (OP) DLF S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that a new smart meter was installed on his premises on 31/07/2019 and since the date of installation to date, the respondent SDO office has been issuing wrong bills based on fictitious reading. In spite of constant pursuance with respondent SDO, no action has been taken. He requested the forum to redress his complaint.

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

Proceeding was held on dated 25.03.2021 at Gurugram. Complainant and respondent SDO both were present. SDO did not submit his reply. He requested for next date to submit detailed reply. Forum directed to respondent SDO to get the rectified bill issued to the complainant as per actual reading duly overhauled within 20 days. No coercive action be taken till the disposal of the case. Now to come up on next date of hearing on 27.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3470/2021
DATE OF INSTITUTION	08/03/2021
DATES OF HEARING	25.03.2021

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

INTERIM ORDER

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

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

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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

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

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

Present:

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

In the matter of complaint of M/S Shiv Grit Udoyog, Sohna regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

None from respondent SDO

INTERIM ORDER

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

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

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

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

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3474/2021
DATE OF INSTITUTION	08/03/2021
DATES OF HEARING	25.03.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Sh. Bhanwar Lal, House No. C-14, Rajender Park Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, CITY, GURUGRAM
SDO/OPERATION S/D New Palm Vihar DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Bhanwar Lal, House No. C-14, Rajender Park Gurugram has got an electricity connection bearing account no. 1861850000 under SDO (OP) New Palam Vihar S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that bill for the month of May 2019 was 1.5 Lakh (approx.) and now it was around 3 Lakh, which was wrong and abnormally high. In spite of constant pursuance with respondent SDO, no action has been taken. He requested the forum to redress his complaint.

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

Proceeding was held on dated 25.03.2021 at Gurugram. Representative of Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 8587 dated 24.03.2021 stating that meter of the complainant was replaced on 20.7.2018 being RNV. The same was sent to Lab where the reading was retrieved, Account of the complainant was overhauled on the basis of new Meter consumption and a sum of Rs. 114169/- was charged. Complainant was not satisfied. Forum directed the respondent SDO to provide the consumption data of the complainant's account of last 3 years of the old meter and up to date in respect of the new meter / copy of MCO/ Lab test Report. Now to come up for hearing on 08.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

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

CASE NUMBER	DH / CGRF / 3482/2021
DATE OF INSTITUTION	08/03/2021
DATES OF HEARING	25.03.2021

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

Present:

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

In the matter of complaint of Sh. Amit Dhawaria, House No. 2013, Sector 46 Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Amit Dhawaria, House No. 2013, Sector 46 Gurugram has got an electricity connection bearing account no. 8077226251 under SDO (OP) South City S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that since October 2019 till date, respondent SDO office has been issuing the bills without verifying the actual reading, irregularly and without slab benefits. He further submitted that a temporary connection which was got disconnected by him during 2018, the security of Rs. 8200/- has not been refunded as yet. He also requested for waiver of surcharge due to mere delay of 1 day on 23.05.2020 in deposit of bill during lock down period. In spite of constant pursuance with respondent SDO, no action has been taken. He requested the forum to redress his complaint.

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

Proceeding was held on dated 25.03.2021 at Gurugram. Complainant and respondent SDO were present. SDO did not submit his reply and requested for another date to submit his detailed reply. Request allowed. Forum directed the respondent SDO to furnish his detailed reply on next date. Now to come up for hearing on 27.04.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson