



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  
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CASE NUMBER	DH / CGRF / 3157 / 2020
DATE OF INSTITUTION	31.08.2020
DATES OF HEARING	25.09.2020, 27.10.2020, 10.11.2020 & 01.12.2020

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

## **INTERIM ORDER**

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

Complainant filed the present complaint stating that respondent SDO has not given 4% rebate on units, slab benefit for 600 dwelling units and interest on ACD, which was wrong. He requested the forum to redress his complaint.

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

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

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 392 dated 07.10.2020 stating that interest on balance ACD amount has been prepared as Rs.175031/- and refund processed vide SC&AR No.300/55R and the same would be reflected in the next bill. Rebate of 4% of billed units already allowed in the last bill. So far as benefit of slab on 600 dwelling units is concerned,

the same will be given after availing full/ultimate sanctioned load by the complainant as he is availing partial load of 1000 kW as on date. Further that the complainant has also not submitted the actual occupancy of flats by the residents. Complainant was not satisfied with the reply of the respondent SDO. He argued that interest on ACD and penal interest thereon has not been given as yet. Respondent SDO was directed to submit detail of ACD interest & penal interest paid/to be paid as per instructions since date of connection to date. Also to provide instructions under which slab benefit is not admissible in case of availing of partial load. Complainant was also directed to submit occupancy certificate/other due formalities to respondent SDO within seven days.

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

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit reply. However, he placed on record copy of bill for the month of Oct. 2020 showing allowance of interest on ACD for Rs.357057/- and further intimated that due to non production of bill issued to the residents of the society, he could not verify the nos. of dwelling units since the date of connection to FY 2019-20. Forum directed the complainant to provide detail of bills issued to the residents of the society on yearly basis and respondent SDO was also directed to verify the same and allow slab benefit accordingly. Also, to provide detail of ACD interest & penal interest paid/to be paid as per instructions from the date of connection up to date. SDO to appear personally with detailed reply on the next date of hearing on 29.12.2020.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
**DAKSHIN HARYANA BIJLI VITRAN NIGAM**  
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CASE NUMBER	DH / CGRF / 3200 / 2020
DATE OF INSTITUTION	30.09.2020
DATES OF HEARING	08.10.2020, 27.10.2020, 10.11.2020 & 01.12.2020

**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. Vikas Aggarwal for M/S Avancer Properties Pvt. Ltd., M2K Park, Mayfield Garden, Sector 51, Gurugram regarding approval of Electrification Plan

..... Complainant / Petitioner

Vs.

XEN / OPERATION DIVISION DHARUHERA, DHBVN, DHARUHERA  
SDO/OPERATION S/D, DHARUHERA, DHBVN, DHARUHERA

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Not Present

## **PROCEEDING**

Sh. Vikas Aggarwal for M/s Avancer Properties Pvt. Ltd., M2K Corporate Park, N Block, Mayfield Garden, Sector-51, Gurugram have filed this complaint for new connection. The Forum has jurisdiction to hear the complaint.

Complainant has filed the complaint stating that he had filed an application with the office of S.E. (OP) Circle, DHBVN, Rewari on dated 07.06.2019 for sanction of electrification plan on multi point supply of project at a land measuring 7.606 acre situated in the revenue estate of village Dharuhera, Sector-1, Dharuhera (Rewari) with ultimate load connection of 617 kVA for supply from the nearest 11 kV general feeder in compliance of clause 3.2.1(a) of notification dated 8.1.2019 the 2<sup>nd</sup> amendment of HERC Electricity Supply Code Regulation, 2014 and as per sales circular no. D16/2017. But the respondent Nigam was stressing to comply with the provisions of sales circular no. D14/2018 and D28/2018 for sanction of electrification plan. He has 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 08.10.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant and respondent SE/R-APDRP were present. During hearing, complainant argued as to whether sales circular no. D14/2018 and D28/2018 were issued by respondent Nigam as per the provisions of HERC or was got ratified after issue? SE/R-APDRP did not reply, however, requested for another date for detailed reply. The Forum directed S.E./Commercial also to clarify the above issue well before next date of hearing.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was present but none from respondent SE/R-APDRP & SE (Comml.) was present. However, SE/R-APDRP replied vide memo.no. 57/SE/R-APDRP/OLNC-HT/RWR/EP-35 dated 22.10.2020 which has been given to the complainant for filing counter reply/rejoinder. Telephonically, SE/R-APDRP and SE/Comml., DHBVN, Hisar requested for another date. Request was allowed.


Proceeding was held on dated 10.11.2020 at Gurugram. Complainant was present but none from respondent SE/R-APDRP & SE (Comml.) was present. Complainant submitted his counter reply dated 09.11.2020. Telephonically, SE/R-APDRP and SE/Comml., DHBVN, Hisar requested for another date. Request was allowed.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant was present but none from respondent SE/R-APDRP & SE (Comml.) was present. Telephonically, SE/R-APDRP and SE/Comml., DHBVN, Hisar requested for another date. Request was allowed. Now to come up on the next date of hearing on 10.12.2020.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM          D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005          Telephone No. 01662-223081          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <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 / 3138 / 2020
DATE OF INSTITUTION	24.08.2020
DATES OF HEARING	09.09.2020, 08.10.2020, 10.11.2020 & 01.12.2020

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

## **INTERIM ORDER**

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

Complainant filed the present complaint stating that respondent SDO had not allowed the slab benefit for 981 dwelling units right since the date of connection, the 4% rebate on units and also not paying interest on security along with penal interest as per sales circular no. D29/2016. He has requested the forum to redress his complaint.

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

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

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

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 3049 dated 06.11.2020 stating that the complainant had submitted an affidavit showing number of dwelling units on dated 30.10.2020 and area In-charge JE physically visited the site and

verified the dwelling units as on date and the information has also been updated. He also submitted that interest on ACD has also been given to the complainant in the bill for the month of September & October-2020. Copies placed on record. Complainant not satisfied, he argued that slab benefit has not been granted since the date of connection to date and detail of interest / penal interest on ACD also not provided. Representative of respondent SDO was not aware about the facts. The Forum directed the respondent SDO to ensure the allowance of rebate as per actual dwelling units since the date of connection to date and detail of interest on ACD with penal interest as per instructions be provided before the next date of hearing. Respondent SDO was also directed to appear personally on next date of hearing on 27.11.2020.

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

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

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

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





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CASE NUMBER	DH / CGRF / 3146 / 2020
DATE OF INSTITUTION	25.08.2020
DATES OF HEARING	09.09.2020, 08.10.2020, 10.11.2020 & 01.12.2020

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

## **INTERIM ORDER**

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

Complainant filed the present complaint stating that respondent SDO had not allowed the slab benefit for 1128 dwelling units right since the date of connection, the 4% rebate on units and also not paying interest on security along with penal interest as per sales circular no. D29/2016. He has requested the forum to redress his complaint.

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

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

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

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 3050 dated 06.11.2020 stating that the complainant submitted an affidavit showing number of dwelling units on dated 30.10.2020 and area in-charge JE physically visited the site and verified the dwelling units as on date and the information has also been updated. He also

submitted that interest on ACD has also been given to the complainant in the bill for the month of September. Copy placed on record. Complainant not satisfied, he argued that slab benefit has not been granted since the date of connection to date and detail of interest/penal interest on ACD also not provided. Representative of respondent SDO was not aware about the facts. The Forum directed the respondent SDO to ensure the allowance of rebate as per actual dwelling units since the date of connection till date and detail of interest on ACD with penal interest as per instructions be provided before the next date of hearing. Respondent SDO is also directed to appear personally on next date of hearing on 27.11.2020.

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

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 3263 / 2020
DATE OF INSTITUTION	29.10.2020
DATES OF HEARING	01.12.2020

**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. Baldev Raj, H.No.763 Sector-14, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION S/U DHBVN, GURUGRAM  
SDO/OPERATION MARUTI S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

Sh. Baldev Raj, H.No.763 Sector-14, Gurugram is a consumer of DHBVN bearing account no. 9373950000 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his meter had caught fire on 30.08.2018 and new meter was installed on 05.09.2018. MCO has not been updated as yet as a result of which the bills are being issued on average basis. He approached respondent SDO for the same but no action 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 01.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit reply, however, he informed that MCO was not updated due to mismatching of sr. no. of burnt meter with sr. no. entered in MCO. Forum directed the respondent SDO to search the record and to get the issue resolved within fifteen days. No coercive action be taken till resolution of the case. Now to come on the next date of hearing on 29.12.2020.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson



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CASE NUMBER	DH / CGRF / 3268 / 2020
DATE OF INSTITUTION	04.11.2020
DATES OF HEARING	1.12.2020

**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 M/s Nippashu Enterprises, 34, North West Avenue, Punjabi Bagh Extension, New Delhi regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION S/U DHBVN, GURUGRAM  
SDO/OPERATION MARUTI S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Respondent SDO

## **PROCEEDING**

M/s Nippashu Enterprises, 34, North West Avenue, Punjabi Bagh Extension, New Delhi is a consumer of DHBVN bearing account no. 8644070000 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that the electricity bill issued during Oct. 2018 was showing an arrear of Rs.250232/-. On enquiry from office, it was informed that the arrear pertained to the period 2014-15 due to wrong M.F. which was wrong. He approached respondent SDO for the same but no action has been taken so far. He has 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 01.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant was not present but respondent SDO was present. SDO and complainant both requested for another date. Request allowed. Now to come on the next date of hearing on 29.12.2020.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 3271 / 2020
DATE OF INSTITUTION	05.11.2020
DATES OF HEARING	01.12.2020

**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. Sidharth Wadhawan & Nitin Malik, H. No. 513,  
1<sup>st</sup> Floor, Sector-23, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION S/U DHBVN, GURUGRAM  
SDO/OPERATION MARUTI S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Respondent SDO



## **PROCEEDING**

Sh. Sidharth Wadhawan & Nitin Malik, H. No. 513, 1<sup>st</sup> Floor, Sector-23, Gurugram are consumers of DHBVN bearing account no. 5449065325 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his bill from April 2020 onwards has not been issued on actual reading basis, which is wrong. He approached respondent SDO for the same but no action 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 01.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant was not present but respondent SDO was present. SDO requested for another date. Request was allowed. Now to come on the next date of hearing on 29.12.2020.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
**DAKSHIN HARYANA BIJLI VITRAN NIGAM**  
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005  
Telephone No. 01662-223081  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3270 / 2020
DATE OF INSTITUTION	05.11.2020
DATES OF HEARING	01.12.2020

**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. Subhash Chand, H. No. B-186, Surya Vihar  
Near Sector-4, Police Chowki, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION CITY DHBVN, GURUGRAM  
SDO/OPERATION New Colony S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Subhash Chand, H.No.B-186, Surya Vihar Near Sector-4, Police Chowki, Gurugram is a consumer of DHBVN bearing account no. 6417140000 under SDO (OP) S/Divn., DHBVN, New Colony, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his meter was replaced during Aug. 2020. Since the date of installation of new meter, the bills are not being issued on actual reading basis. He approached respondent SDO for the same but no action 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 01.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO did not submit reply, however, he assured that revised bills on the basis of actual consumption will be issued shortly. Forum directed the respondent SDO to resolve the issue as assured within fifteen days. Now to come on the next date of hearing on 29.12.2020.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 3272 / 2020
DATE OF INSTITUTION	05.11.2020
DATES OF HEARING	01.12.2020

**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. R.K. Arora, H.No. 478 Sector 12A, Panchkula regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. R.K. Arora, H.No. 478 Sector 12A, Panchkula has been the consumer of DHBVN bearing account no. 0128455919 under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that slab benefit was not given due to abnormally high average taken for the period 10.09.2019 to 13.10.2019. He approached respondent SDO for the same but no action 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 01.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. Complainant requested for another date and representative of respondent SDO was also not conversant with the case. Forum directed the respondent SDO to go through the complaint and submit detailed report during next date of hearing. Now to come on the next date of hearing on 29.12.2020.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

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

**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 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 BHORAKALAN, DHBVN, BHORAKALAN

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

## **PROCEEDINGS**

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. Now to come on next date of hearing on 29.12.2020.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3210 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020 & 01.12.2020

**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. Surender Pal Singh, Q-436, South City-I, 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

SDO Present



## **INTERIM ORDER**

Sh. Surender Pal Singh, Q-436, South City-I, Gurugram has been the consumer of DHBVN bearing account no. 9495460000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that bill for the month of 3/2020 issued for 6884 units for Rs.56259/- was on higher side and wrong. That he approached respondent SDO who informed that his meter had been replaced during Feb. 2020 owing to which this amount had been charged. As his meter has not been replaced, this amount as charged was wrong. He has requested the forum to redress his complaint.

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

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo.no. 3100 dated 27.10.2020 stating that bill of the complainant was issued wrongly due to punching of MCO by mistake by M/s L&T. Now, necessary rectification has been made and refund sent to CBO vide case ID No.2792873808. Forum directed respondent SDO to get delivered rectified bill within fifteen days.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo.no. 3517 dated 01.12.2020 stating that refund case already sent to CBO vide case ID No.2792873808 but was still pending. Forum directed respondent SDO to pursue with CBO personally and to deliver the rectified bill within fifteen days. Now to come up on the next date of hearing on 29.12.2020.

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

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3244 / 2020
DATE OF INSTITUTION	14.10.2020
DATES OF HEARING	27.10.2020 & 01.12.2020

**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. Subhash Chand, President, New Sathi, CGHS Ltd., Plot No. GH-92, Sector-54, 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

SDO Present

## **INTERIM ORDER**

Sh. Subhash Chand, President, New Sathi, CGHS Ltd., Plot No. GH-92, Sector-54, Gurugram has the consumer account no. 5560660000 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 old meter was replaced with new meter during the month April, 2019. Since replacement, his bills were being issued on average basis. During May, 2020 bill was issued for Rs.251453/-, which was wrong. He has requested the forum to redress his complaint.

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

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo.no. 3102 dated 27.10.2020 stating that meter of the complainant was replaced in May, 2019 but MCO was updated in Feb., 2020. Due to this, wrong bills were generated. Now, case of the complainant has been sent to CBO for rectification vide case ID No.330063750 which was pending as yet. Forum directed respondent SDO to deliver the rectified bill within fifteen days. Now to come up on the next date of hearing on 27.11.2020.

Proceeding was held on dated 01.12.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo.no. 3516 dated 01.12.2020 stating that refund case had been already sent to CBO vide case ID No.330063750 and was still pending. Forum directed respondent SDO to pursue with CBO personally and get the rectified bill delivered bill within fifteen days. Now to come up on the next date of hearing on 29.12.2020.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 3229 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020 & 01.12.2020

**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 M/s Vodafone Ltd., Plot No.390 P-I, Kirti Nagar,  
Sector-15, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

## **PROCEEDING**

M/s Vodafone Ltd., Plot No.390 P-I, Kirti Nagar, Sector-15, Gurugram has been the consumer of DHBVN bearing account no. G22-MW11-3884 under SDO (OP) S/Divn., DHBVN, Badshahpur. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating therein that Rs.301736/- were charged through sundry in his account on account of defaulting amount lying outstanding against other permanently disconnected Vodafone connection bearing account no. MW11-3783 in the bill for the month of 8/2020, which was wrong. 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.

Proceedings were held on 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide memo.no. 711 dated 26.10.2020 stating that on complainant's request, amount as charged has been refunded through SC&AR No.55/297 and the same shall be reflected in the next bill. Forum was not satisfied with the reply of respondent SDO as this was against Nigam instructions. Forum directed respondent SDO not to refund the amount to the complainant account till its recovery after issue of the notice to the defaulter firm/nominee (as per A&A). No coercive action be taken till decision of the case.

Proceedings were held on dated 01.12.2020 at Gurugram. Complainant and respondent SDO were present. Respondent SDO requested for another date. Request allowed. Now to come up on the next date of hearing on 29.12.2020.

**(MANOJ YADAV)**  
Member Technical

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

**(SANJEEV CHOPRA)**  
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3224 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	27.10.2020 & 01.12.2020

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

SDO Not Present

## **INTERIM ORDER**

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

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

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

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

Proceeding was held on dated 01.12.2020 at Gurugram. Neither complainant nor respondent SDO was present, which has been viewed seriously by the Forum. Forum directed respondent SDO to ensure compliance of earlier directions and his personal presence with detailed reply on next date of hearing. Now to come on the next date of hearing on dated 29.12.2020.

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

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

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