



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN
HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005
Telephone No. 01662-223081
HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)

Case No. DH/CGRF-3073/2020
Date of Institution: 16.07.2020
Date of Hearing: 28.07.20, 11.08.20, 28.08.20, 9.9.20, 25.9.20 & 8.10.20

Before the Forum for Redressal of Consumer Grievances, DHBVN

Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of M/s Sunbeam Light Weighting Solutions Pvt. Ltd., 38/6, KM Stone, Village Nursing Pur, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Division, DHBVN, Sohna
SDO (OP) Sohna Road Sub Divn. DHBVN, Gurugram

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Respondent SDO

PROCEEDING

M/s Sunbeam Light Weighting Solutions Pvt. Ltd., 38/6, KM Stone, Village Nursingpur, Gurugram have got an electricity connection bearing account no. 3508270000 under SDO (OP) Sohna Road S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that in the electricity bill issued on dated 16.12.2017, an amount of Rs.10088279/- had been added under head "penalty for exceeding the CD". It was due to some short circuiting in capacitor bank due to which power factor dropped and reactive power increased. Log book shows that after replacing the capacitor, company has been using the power within the permissible limits of CD. Therefore, the amount of penalty was liable to be waived off. In this regard, complaint has already been lodged. 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 28.07.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 28.07.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 423 dated 27.07.2020 stating therein that the complainant had a sanctioned load of 9000 KW with CD 10000 kVA. MDI at that time was found as 10686 kVA. So, the MDI penalty charged in the month of 12/2017 was Rs.10088279.63 and it was as per Nigam instructions. Complainant stated that MDI exceeded only once i.e. on December, 2017 only due to fault. Forum directed the respondent SDO to come on the next date with complete facts of the case.

Proceeding was held on dated 11.08.2020 at Gurugram. Complainant was not present but respondent SDO was present. SDO submitted that he would require another 10 days or so to get in to the facts of the case and to obtain relevant data from M&P wing and therefore requested for another date. Forum directed the SDO to come on the next date with complete facts of the case and all the relevant papers.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted that he would require another 10 days to get in to the facts of the case and to obtain relevant data from M&P wing and therefore requested for another date. Forum directed the SDO to come on the next date with complete facts of the case and all the relevant papers. This may be treated as last opportunity. Now to come up for hearing on next date on 09.09.2020.

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 744 dated 8.9.20 wherein he provided detail of MDI of meter from June, 2017 to date. He further stated that the complainant had extended his sanctioned load from 9000 kWh to 9800 kWh and contract demand from 10000 to 11000 kVAH in the month 8/2018. Forum handed over a copy of above reply of the respondent SDO to the complainant for submitting his reply within 7 days.

Proceeding was held on dated 25.09.2020 at Gurugram. Complainant and respondent SDO were present. Complainant submitted his reply in response to respondent SDO letter vide memo.no. 744 dated 8.9.20 which was handed over to respondent SDO.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant and respondent SDO were present. Complainant requested for another date for arguments as the conversant representative unable to attend the hearing. Request allowed. Now to come up for arguments on next date on 27.10.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

SANJEEV CHOPRA)
Chairperson

	<p style="text-align: center;">FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005 Telephone No. 01662-223081 HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)</p>
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Case No. DH/CGRF-2966/2020
Date of Institution: 17.03.2020
Date of Hearing: 27.05.20, 30.06.20,15.7.20, 28.7.20,11.8.20, 28.8.20,
25.9.20 & 8.10.2020

Before the Forum for Redressal of Consumer Grievances,

DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of Sh. B.K. Aggarwal, Flat owner cum resident, B-503, Park View City-1, Sohna Road, Sector-48, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Division, DHBVN, Sohna
SDO (OP) Sub Divn. Sohna Road, Gurugram

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Respondent SDO

PROCEEDING

Sh. B.K. Aggarwal, Flat owner cum resident, B-503, Park View City-1, Sohna Road, Sector-48, Gurugram has got an electricity connection bearing account no. 6307821000 under SDO (OP) S/Divn. DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that excess payment towards ACD had been paid by their society, i.e. M/s Park View Pvt. Ltd. They have made a payment of Rs. 5500000/- whereas as per billing details, the amount should have been Rs. 4717090/- and as such an amount of Rs. 792910/- has been paid in excess. 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 27.05.2020 at Gurugram for hearing of the case.

Proceeding was held through video conferencing on dated 27.05.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted his reply vide memo.no.1921 dated 21.05.2020 with the request that next date may be allowed for proper reply. Complainant also requested through email to give another date. Request allowed. Now to come on next date of hearing on 30.06.2020.

Proceeding was held on dated 30.06.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit the reply. Forum directed the respondent SDO to provide the following information:

1. ACD detail of the complainant with amount of interest paid thereon.
2. Confirmation of availability of MDI in kWh. If not available in kWh, to intimate the standard formula for evaluation of MDI in kWh.
3. Intimate reading date of MDI.

Now to come on next date of hearing along with above information on 15.07.2020.

Proceeding was held on dated 15.07.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO did not submit the reply in respect of the directions issued by the Forum during last hearing. Complainant also was not present. Representative of respondent requested for another date. Request allowed. Now to come up for hearing on 28.07.2020.

Proceeding was held on dated 28.07.2020 at Gurugram. Complainant and respondent SDO were present. Complainant submitted his additional submissions. SDO vide letter dated 27.07.2020 also requested for another date because some clarifications regarding complaint were awaited from CBO as well as SE/Commercial office. Request allowed. Now to come up for hearing on 11.08.2020

Proceeding was held on dated 11.08.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted his reply and a copy of the same was given to the complainant. SDO submitted that the clarifications which he had sought from Hisar office would take some more time and therefore he requested for another date. The complainant also requested that since he would require some time to go through the reply submitted by SDO, he would request for another date. Request allowed. Now to come up for hearing on 28.08.2020.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted his reply vide no. Spl.1 dated 28.08.2020 stating therein that as per SE/Commercial, DHBVN, Hisar clarification dated 20.08.2020 regarding 4% rebate, the amount of rebate will be reflected in the next month's bill. In respect of ACD, excess amount as claimed by the complainant for an amount of Rs.792910/-, reply in this regard will be submitted after due verification on record. Now to come up for hearing for submission of complete reply on 25.09.2020.

The proceedings were held on 25.09.2020. Complainant as well as the SDO Sohna Road Subdivision were present. All the issues were argued one by one. After the detailed submissions from both the side, the SDO was directed by the Forum to submit issue wise reply and submit it by 5th October 2020 with a copy to the complainant so that a detailed argument can be held on 08.10.2020,

the next date of hearing. The complainant was also directed to go through the reply and make the submissions. If any, on 08.10.2020.

Proceedings were held on 08.10.2020 wherein complainant as well as the respondent SDO were present. Reply was submitted by the SDO and its copy was also available with the complainant. Preliminary arguments were held but as requested by the DO, another date 27.10.2020 has been fixed for detailed arguments on each of the issue raised in the complaint.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF-3143/2020
Date of Institution: 25.08.2020
Date of Hearing: 25.09.2020 & 08.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of Sh. Naresh Kumar Jindal, registered owner of flat no.402, Tower-C2, Uniworld Gardens-II, Sector-47, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Division, DHBVN, Sohna
SDO (OP) Sub Divn., DHBVN, Sohna Road, Gurugram

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Respondent SDO

INTERIM ORDER

Sh. Naresh Kumar Jindal, registered owner of flat no.402, Tower-C2, Uniworld Gardens-II, Sector-47, Gurugram has been the consumer of DHBVN under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the builder was deducting additional amount from his pre paid meter after tempering and changing the setting of the meter for the purposes other than electricity namely common area maintenance charges, GST etc. which was against the norms of HERC notification dated 22.4.2020. 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 respondent SDO were present. SDO submitted reply vide memo.no. Spl.1 dated 26.09.2020 stating therein that the premise of the complainant was in a group housing society having Single Point Electricity Connection. So, there was no intervention of Nigam. Complainant was not satisfied with the reply of respondent SDO. Forum directed respondent SDO to submit detailed reply as per HERC notification dated 22.4.2020.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant and 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. He is 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. Now to come on next date of hearing on 27.10.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)

Case No. DH/CGRF-3144/2020
Date of Institution: 25.08.2020
Date of Hearing: 09.09.2020, 25.09.2020 & 08.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of Sh. Jagpreet Singh Sahni, H.No. 752, Sector-15-II,
Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Not present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Respondent SDO

INTERIM ORDER

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

The complainant has filed the present complaint stating therein that a notice had been received from the respondent SDO regarding deposit of Rs.617000/- within seven days, which was wrong since it 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 08.10.2020 at Gurugram. Complainant was not present but respondent SDO was present. However, complainant delivered his counter reply to the Forum, which was handed over to respondent SDO for offering his reply thereon. Now to come on next date of hearing on 27.10.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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Case No. DH/CGRF-3059/2020
Date of Institution: 01.07.2020
Date of Hearing: 28.07.20, 11.08.20, 28.08.20,9.9.20&8.10.20

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of Smt. Nidhi Bajpai, L-1069, Devender Vihar
Sector-56, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Division, DHBVN, Gurugram
SDO (OP) South City Sub Divn. DHBVN, Gurugram

.....Respondents

Appearance:-

For Complainant:

Not present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Representative of respondent SDO

INTERIM ORDER

Smt. Nidhi Bajpai, L-1069, Devender Vihar Sector-56, Gurugram has got an electricity connection bearing account no. 6809750000 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 therein that during MCO, there was mismatch between her old meter no. registered with DHBVN showing as 2165211 whereas the actual installed meter no. was 2165069 due to which she was getting bill of Rs.61996/-. Final reading of old replaced meter was shown as 14062.20 whereas actual reading at that time was 7007.70, which needed correction. 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 28.07.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 28.07.2020 at Gurugram. Complainant was not present but respondent SDO was present. SDO submitted reply vide memo. no. 2077 dated 28.07.2020 stating therein that meter no.2165211 installed at the premises of the complainant has been replaced with final reading as 14062. Photo of replaced meter is mentioned to have been attached. He further mentioned that bill of the complainant was rectified on 17.02.2020 which is correct. He requested the Forum to file the complaint. Forum directs respondent SDO to submit at least three/four previous bills before replacement of old meter and consumption data of new meter till date for evaluation of average consumption on next date of hearing i.e. on 11.08.2020.

Proceeding was held on dated 11.08.2020 at Gurugram. Complainant this time also was not present but respondent SDO was present. SDO submitted requisite documents / information vide memo. no. 2165 dated 10.08.2020. Complainant is afforded last opportunity to come on next date of hearing on dated 28.08.2020 otherwise the case will be decided ex-parte.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO replied vide memo.no. 2379 dated 28.07.2020 admitting that actually installed meter no. was 2165069 instead of 2165211 at site, which has been rectified now. The bill of the complainant has been sent for rectification to CBO vide case ID no. 5869680942 and would be rectified within ten working days. Forum directed respondent SDO to ensure the rectification of bill well before the next date of hearing. Now to come up for hearing on the next date on 09.09.2020.

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO replied vide memo.no. 2466 dated 8.9.2020 stating therein that bill of the complainant had been already sent for rectification to CBO vide case ID no. 5869680942 and was pending as yet. Forum directed respondent SDO to ensure the rectification of bill well before the next date of hearing. Now to come up on next date of hearing on 08.10.2020.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO replied vide memo.no. 2869 dated 7.10.2020 stating therein that bill of the complainant is wrong due to wrong punching of meter sr.no. and the case had been already sent for rectification to CBO vide case ID no. 4528447156 and was pending as yet. Forum directed respondent SDO to ensure the rectification of bill well before the next date of hearing. Now to come up on next date of hearing on 10.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF-3100/2020
Date of Institution: 27.07.2020
Date of Hearing: 28.08.2020, 9.9.2020 & 8.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar 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:

Present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Representative 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 therein 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 instant 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. Now to come on next date of hearing on 27.10.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN
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Case No. DH/CGRF-3128/2020
Date of Institution: 18.08.2020
Date of Hearing: 28.08.2020, 9.9.2020 & 8.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of Sh. Ajay Panday, IFFCO Dispensary, IFFCO Colony, Sector-17B, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Division, DHBVN, Gurugram
SDO (OP) South City Sub Divn., DHBVN, Gurugram

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Representative of respondent SDO

INTERIM ORDER

Sh. Ajay Panday, IFFCO Dispensary, IFFCO Colony, Sector-17B, Gurugram is consumer of DHBVN bearing account no. 9374950000 under SDO (OP) S/Divn., South City, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that bill for the month of 10/2019 was wrongly issued by taking old reading 28 kWH instead of 18561 kWH having MF 20 resulting issuance of bill of abnormally high amount. 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 28.08.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not reply however he stated that bill of the complainant would be rectified. Forum directed the respondent SDO to rectify bill of the complainant and get the same delivered to him. Now to come on next date of hearing on 09.09.2020 with proper reply.

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 2465 dated 8.9.2020 stating therein that at the time of MCO, initial reading of complainant was 18663 kVAH and 18458 kWH vide MT1 no. 1303/75 dated 1.7.2019. But, I.R. was punched wrongly as 28 kVAH resulting in high billing. Now, an amount of Rs.2708829/- has been adjusted vide SC&AR No.31/68R. Complainant case has been sent to CBO for approval vide case ID 7596538121 & bill of the complainant would be rectified. Forum directed the respondent SDO to rectify bill of the complainant and get it delivered to him by the next date of hearing on 08.10.2020.

Proceeding was held on dated 8.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO submitted reply vide memo.no. 2870 dated 7.10.2020 stating therein that the rectification of bill was still pending from CBO. Forum directed the respondent SDO to rectify bill of the complainant and get delivered to him by the next date of hearing on 10.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF-3138/2020
Date of Institution: 24.08.2020
Date of Hearing: 09.09.2020 & 8.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of 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 regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Division, DHBVN, Manesar
SDO (OP) Sub Divn., DHBVN, Manesar

.....Respondents

Appearance: For

Complainant:

Present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Respondent SDO

INTERIM ORDER

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

The complainant has filed the present complaint stating therein 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 8.9.2020 stating therein that after receiving the complaint, the matter was discussed with the complainant and asked to submit affidavit to get the nos. of flats updated but till date i.e. 8.9.2020, the complainant had not submitted an affidavit. Secondly, the rebate of 4% units is being 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 therein that as per the information provided by complainant dt. 26.9.2020, 312 no. 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, the nos. of dwelling units were 981. 312 nos. dwelling units were on dated 01.12.2017. Complainant was directed to submit an affidavit showing no. 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. Now to come on next date of hearing on 10.11.2020.

(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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(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)

Case No. DH/CGRF-3146/2020
Date of Institution: 25.08.2020
Date of Hearing: 09.09.2020 & 8.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of 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 regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Division, DHBVN, Manesar
SDO (OP) Sub Divn., DHBVN, Manesar

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Respondent SDO

INTERIM ORDER

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

The complainant has filed the present complaint stating therein 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 8.9.2020 stating therein that after receiving the complaint, the matter was discussed with the complainant and asked to submit affidavit to get the nos. of flats updated but till date i.e. 8.9.2020, 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 no. 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. Now to come on next date of hearing on 10.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN
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Case No. DH/CGRF-3151/2020
Date of Institution: 26.08.2020
Date of Hearing: 09.09.2020 & 8.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of Sh. Ravi Chaudhary, Plot No.2P, Sector-27, Opposite
MLA Flats, Gurugram regarding refund of service charges.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Division, DHBVN, Gurugram
SDO (OP) DLF Sub Divn., DHBVN, Gurugram

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 None of respondent SDO

INTERIM ORDER

Sh. Ravi Chaudhary, Plot No.2P, Sector-27, Opposite MLA Flats, Gurugram has been the consumer of DHBVN bearing account no. 9026876088 under SDO (OP) DLF S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that an amount of Rs.200000/- as deposited in lieu of service charges and Rs.20400/- on account of cable purchased from the open market, deposited earlier during Sep., 2018 for new connection. Later on, the connection was installed under self-deposit scheme but the service charges have not been refunded. He requested respondent SDO for refund of the same 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 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 submitted reply vide memo.no. 4712 dated 9.9.2020 stating therein that it was correct that complainant got his work done under self execution scheme and also paid Rs.200000/- as service connection charges for the new connection and assured that the case for refund be put up to divisional office subject to submission of necessary documents from the complainant. Forum directed the respondent SDO to seek necessary documents from the complainant within three days and pursue the case for refund on receipt of necessary documents from the complainant within next 15 days.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant was present but none from respondent SDO attended hearing. However, as per telephonic talk, SDO confirmed that case for refund of service connection charges was in process. Forum directed the respondent SDO to ensure the compliance within next 15 days. Now to come up on the next date of hearing on 10.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN
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Case No. DH/CGRF-3173/2020
Date of Institution: 14.09.2020
Date of Hearing: 08.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of Sh. Sahil Aggarwal S/o Sh. Pawan Aggarwal, H.No. 62
Sector-45, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Division, DHBVN, Gurugram
SDO (OP) South City S/Divn., DHBVN, Gurugram

.....Respondents

Appearance:-

For Complainant:

Not present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Representative of respondent SDO

INTERIM ORDER

Sh. Sahil Aggarwal S/o Sh. Pawan Aggrwal, H.No. 62 Sector-45, Gurugram has been the consumer of DHBVN bearing account no. 5483660000 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 therein that his meter was replaced during Nov., 2019 with reading as 54523 as on 21.10.2019. Thereafter, inflated bill was raised for the period 21.10.2019 to 20.11.2019 showing final reading of old meter 102461 for 47938 units amounting to Rs.373886/-. The bill raised on 2.9.2020 is of Rs.469810/-, which is wrong. He requested respondent SDO 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 08.10.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO submitted reply vide memo.no. 2873 dated 8.10.2020 stating therein that the bill of the complainant was indeed wrong and as such, has been sent for rectification to CBO vide case ID No.2276951457. Forum directed the respondent SDO to ensure the compliance as assured during hearing and get delivered the rectified bill to the complainant. Now to come up on the next date of hearing on 10.11.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN
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Case No. DH/CGRF-3191/2020
Date of Institution: 17.09.2020
Date of Hearing: 08.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

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

.....Complainant/Petitioner

V/s

XEN (OP) S/U Division, DHBVN, Gurugram
SDO (OP) Maruti S/Divn., DHBVN, Gurugram

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Respondent SDO

INTERIM ORDER

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

The complainant has filed the present complaint stating therein that bill for the month of 4/2020 and 5/2020 were raised on higher side due to fault in PF 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 therein that connection was running in NDS category with sanctioned load 169.77 kWh and complainant's bill issued for 4/2020 and 5/2020 was on actual reading basis. 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 limit. kVAH increased due to PF not maintained properly by the complainant. Forum directed respondent SDO to supply temper data/load survey data of the meter since January, 2020 to date. Now to come up on the next date of hearing on 27.10.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN
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Case No. DH/CGRF-3198/2020
Date of Institution: 17.09.2020
Date of Hearing: 08.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of Sh. Ankush Bhan on behalf of Sh. Ravi Kakkar, Flat No. 106, Rail Vihar, Sector-15, P-II, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Division, DHBVN, Gurugram
SDO (OP) IDC S/Divn., DHBVN, Gurugram

.....Respondents

Appearance:-

For Complainant:

Representative

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Representative of respondent SDO

INTERIM ORDER

Sh. Ankush Bhan on behalf of Sh. Ravi Kakkar, Flat No. 106, Rail Vihar, Sector-15, P-II, Gurugram has been the consumer of DHBVN bearing account no. 1361442763 under SDO (OP) IDC S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that bill issued during Aug., 2020 was wrong having been billed at a flat rate of Rs.7.10. 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 representative of respondent SDO were present. SDO did not submit reply, however, stated that the bill of the complainant as issued was correct. Complainant was not satisfied. Forum directed respondent SDO to overhaul the account of complainant since 3/2020 to date as per reading consumed on scheduled date of readings. Now to come up on the next date of hearing on 27.10.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN
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Case No. DH/CGRF-3200/2020
Date of Institution: 30.09.2020
Date of Hearing: 08.10.2020

Before the Forum for Redressal of Consumer Grievances, DHBVN Present:

Sanjeev Chopra, Chairperson
Naresh Kumar Mehta, Member Accounts
Manoj Yadav, Member Technical

In the matter of complaint of Sh. Vikas Aggarwal for M/s Avancer Properties Pvt. Ltd., M2K Corporate Park, N Block, Mayfield Garden, Sector-51, Gurugram regarding approval of electrification plan.

.....Complainant/Petitioner

V/s

S.E./R-APDRP, DHBVN, Hisar.
XEN (OP) Division, DHBVN, Dharuhera
SDO (OP) S/Divn., DHBVN, Dharuhera

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 SE/R-APDRP, DHBVN, Hisar

INTERIM ORDER

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

The complainant has filed the present complaint stating therein 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 2nd amendment of HERC Electricity Supply Code Regulation, 2014 and as per sale 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.

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 SE/R-APDRP were present. During hearing, complainant argued whether sale circular no. D14/2018 and D28/2018 were issued by respondent Nigam as per the provisions of HERC or ratified after issue? SE/R-APDRP did not reply, however, requested for another date for detailed reply. Forum directed S.E./Commercial also to clarify the above issue well before next date of hearing. Now to come up on the next date of hearing on 27.10.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

