



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

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| CASE NUMBER | DH / CGRF / 3085 / 2020 |
| DATE OF INSTITUTION | 22.07.2020 |
| DATES OF HEARING | 28.07.2020, 11.08.2020, 28.08.2020, 09.09.2020, 25.09.2020, 27.10.2020, 10.11.2020 |

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

Present:

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

In the matter of complaint of Sh. Sanjay Kapoor, H. No. 4/7, Ground Floor, DLF City, Phase 2, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

SDO Present

INTERIM ORDER

Sh. Sanjay Kapoor, H.No.4/7, Ground Floor, DLF City, Phase-2, Gurugram has got an electricity connection bearing account no. 6018213753 under SDO (OP) DLF S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that bill for the month of June, 2020 was not issued as per actual consumption. Actual reading as on 18.5.2020 was 3654 kWh whereas reading shown was 3453 kWh on 1.6.2020 i.e. lower than the actual even after 13 days. He requested the forum to redress his complaint.

Complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 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. 4219 dated 28.07.2020 stating that bill of the complainant was as per actual reading. Hence, as per sub division data, there was no dispute. Complainant was not satisfied. Forum directed the respondent SDO to provide consumption data of the complainant from April, 2020 onwards and bill of the complainant be rectified and delivered within seven days.

Proceeding was held on dated 11.08.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted that the dispute could not be resolved because the reading record was yet to be obtained from L&T company who had installed the Smart Meter. SDO further submitted that L&T persons had promised to give the reading record within next 15 days. Accordingly, the Forum directed the SDO to obtain the reading record from L&T company at the earliest and to get the bill corrected and delivered to the complainant within next 30 days with a confirmation to the Forum. The Forum decided to close the case only after the confirmation is received from SDO. Till then, the hearing of case was deferred to another date after 28.08.2020. Till such time SDO confirms the delivery of correct bill and the relevant details to the complainant, no coercive action shall be taken by the subdivision against the complainant on account of bill amount.

Proceeding was held on dated 28.08.2020 at Gurugram. Complainant was present but respondent SDO was not present. SDO stated telephonically that reading record could not be obtained from L&T company as yet. Accordingly, the Forum directed the SDO to obtain the reading record from L&T company at the earliest and to get the bill corrected and delivered to the complainant and no coercive action shall be taken by the subdivision against the complainant on account of bill amount till decision of the case.

Proceeding was held on dated 9.9.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit written reply but stated that reading record had been received from L&T company and that he would take further corrective measures immediately. Accordingly, the Forum directed the SDO to correct the bill and get it delivered to the complainant at the earliest but not later than the next date of hearing on 25.09.2020.

Proceeding was held on dated 25.9.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit written reply but stated that case has been sent to CBO for rectification. Accordingly, the Forum directed the SDO to correct the bill and get it delivered to the complainant at the earliest but not later than the next date of hearing on 27.10.2020.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit written reply but stated that the case has been approved by CBO for rectification but rectified bill yet not issued. Accordingly, the Forum directed the SDO to correct the bill manually and get it delivered to the complainant for payment. Now to come on next date of hearing on 10.11.2020.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant not present but representative of respondent SDO was present. SDO did not submit written reply but told that the case has been approved by CBO for rectification but rectified bill yet not issued, the binder being under initiation stage. Accordingly, the Forum directed the SDO to correct the bill manually and get it delivered to the complainant for payment. Now to come on next date of hearing on 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman

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|  | <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: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p> |
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| CASE NUMBER | DH / CGRF / 3093 / 2020 |
| DATE OF INSTITUTION | 27.07.2020 |
| DATES OF HEARING | 28.08.2020, 09.09.2020, 27.10.2020, 10.11.2020 |

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

Present:

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

In the matter of complaint of Dr. Suman Mukherjee, U-15/66 FF, DLF Phase 2, GURUGRAM regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant Present

For Respondent SDO Present

INTERIM ORDER

Dr. Suman Mukherjee, R/o U-15/66-FF, DLF Phase-II, Gurugram has been the consumer of DHBVN bearing account no. 8502840000 under SDO (OP) DLF S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that inflated bill for the period January 2020 to date has been issued to him. In spite of constant pursuance with respondent SDO, 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 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 submit reply but stated that bill of the complainant would be rectified. Forum directed the respondent SDO to rectify bill of the complainant and get it delivered to him.

Proceeding was held on dated 9.9.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 4710 dated 9.9.20 stating that bill of the complainant was generated on provisional basis, however, case had been sent to CBO vide case ID 5055307793 for rectification. Forum directed the respondent SDO to rectify bill of the complainant and get it delivered to him.

Proceeding was held on dated 25.9.2020 at Gurugram. Complainant and respondent SDO were present. SDO did not submit reply however stated that rectification was awaited from CBO office as yet. Forum directed the respondent SDO to rectify bill of the complainant and get it delivered to him. No coercive action be taken till final decision 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 however stated that rectification was still awaited from CBO. Forum directed the respondent SDO to rectify the bill of the complainant and get the same delivered to him.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit written reply but told that rectification was awaited from CBO office as yet because the binder was under initiation. Forum directed the respondent SDO to rectify bill of the complainant and get delivered to him. Now to come up on the next date of hearing on 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman

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|  | <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: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p> |
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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 |

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

Present:

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|----------------------|------------------|
| 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 1000kW 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 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.

Manoj Yadav Naresh Mehta
Member Technical Member Accounts

Sanjeev Chopra
Chairman

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|  | <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: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p> |
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| CASE NUMBER | DH / CGRF / 3144 / 2020 |
| DATE OF INSTITUTION | 25.08.2020 |
| DATES OF HEARING | 09.09.2020, 25.09.2020, 27.10.2020, 10.11.2020 |

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

Present:

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

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

Vs.

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

..... Respondents

Appearance:

For Complainant Present

For Respondent SDO Present

INTERIM ORDER

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

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

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

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

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

Proceeding was held on dated 27.10.2020 at Gurugram. Representative of Complainant and respondent SDO were present. SDO did not submit reply but informed that a case was pending of the complainant before the court of law and that it had not been withdrawn from the civil court. The complainant gave an undertaking for withdrawal of case. Forum directed complainant to withdraw his case within seven days and submit copy of withdrawal to respondent SDO. Respondent SDO was directed to submit reply accordingly. SDO was directed that after the complainant withdraws the case from the court,

no coercive action should be taken against the complainant and connection should not be disconnected till final decision of the case.

Proceeding was held on dated 10.11.2020 at Gurugram. Representative of Complainant and respondent SDO were present. SDO did not submit reply but informed that the complainant had withdrawn the suit from the civil court. However, certified copy was awaited. Complainant informed that he was ready to pay Rs. 2.5 lakh of disputed amount and current bill also. Forum directed complainant to submit the certified copy of withdrawal his case within seven days. Respondent SDO was directed to inform the Forum as well as the complainant the total pending dues in two parts. First part, the amount which was outstanding up to 31.12.2018 when the dispute arose and Second part, the bills which have become due after 31.12.2018 till 31.10.2020 within 15 days. The complainant will remit at least 20% of disputed amount or 2.5 lakh as agreed whichever is higher along with the undisputed outstanding amount within 15 days thereafter. Connection of the complainant should not be disconnected till final decision of the case. Now to come on next date of hearing on 10.12.2020 along with detailed submissions from both the parties.

Manoj Yadav

Member Technical

Naresh Mehta

Member Accounts

Sanjeev Chopra

Chairman



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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| CASE NUMBER | DH / CGRF / 3191 / 2020 |
| DATE OF INSTITUTION | 17.08.2020 |
| DATES OF HEARING | 08.10.2020, 27.10.2020, 10.11.2020 |

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

Present:

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

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

Vs.

XEN / OPERATION DIVISION SUBURBAN, DHBVN, GURUGRAM
SDO/OPERATION SUBDIVISION MARUTI, DHBVN, GURUGRAM
..... Respondents

Appearance:

For Complainant Not Present

For Respondent SDO Present

INTERIM ORDER

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

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

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

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

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

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant was not present but respondent SDO was present. SDO submitted reply dated 10.11.2020 stating that tamper data /load survey

data had already been e-mailed on 23.10.2020 and requested to take expert advice from M&P Division, Gurugram regarding lagging or loading power factor. Forum directed the respondent SDO to brief the case of the complainant to XEN M&P, DHBVN, Gurugram.XEN/M&P DHBVN, Gurugram is also directed to attend the hearing on the next date. Now to come up on the next date of hearing on 10.12.2020 for arguments.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
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| CASE NUMBER | DH / CGRF / 3198 / 2020 |
| DATE OF INSTITUTION | 22.09.2020 |
| DATES OF HEARING | 27.10.2020, 10.11.2020 |

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

Present:

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

In the matter of complaint of Sh. Anup Khandelwal, C-166, Ground Floor, South City II, Gurugram regarding wrong billing
..... Complainant / Petitioner

Vs.

XEN / OPERATION DIVISION SOHNA
SDO/OPERATION S/D SOHNA ROAD, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant Present

For Respondent SDO Present

INTERIM ORDER

Sh. Anup Khandelwal, C-166, G. Floor, South City-II, Gurugram is consumer of DHBVN bearing account no. 9867950000 under SDO (OP) Sohna Road S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that bill for the month of 9/2020 has been issued for Rs.54638/- for the period 2nd July 2019 to 2nd Sep. 2020 which was on higher side and wrong. For the intervening period, bills were issued by respondent Nigam on average basis, which were paid by him. 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 submitted reply vide no. Spl.1 dated 27.10.2020 stating that bill issued to the complainant was correct and as per Nigam norms. Complainant was not satisfied with the reply of respondent SDO. Forum directed respondent SDO to provide details of bill issued during 9/2020, consumption data of corresponding period of previous year in respect of old meter and consumption data of new meter from date of installation to date.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and respondent SDO both were present. SDO submitted reply vide memo No.1020 dated 30.10.2020 stating that consumption for the corresponding period of last year i.e.04.07.2018 to 02.07.2019 (363 days) was 7460 units. However, after replacement of defective meters and up-dation of MCO, consumption was taken as 10758 units for the period of 384 days. The consumption of new meter was 2575 units in 100 days which comes out 9734.4 units for 384 days. Forum directed respondent SDO to provide the details of calculation of 10758

units as charged from the complainant for 384 days for the period 02.07.2019 to 20.07.2020. Now to come up on the next date of hearing on 10.12.2020

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman

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|  | <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: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p> |
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|---------------------|-------------------------|
| CASE NUMBER | DH / CGRF / 3109 / 2020 |
| DATE OF INSTITUTION | 22.09.2020 |
| DATES OF HEARING | 27.10.2020, 10.11.2020 |

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

Present:

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

In the matter of complaint of M/S Wireless Info Service, Plot No. 380, P-1, Kirti Nagar, Gurugram regarding refund of excess payment charged
 Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, SOHNA
 SDO/OPERATION SUB DIVISION SOHNA ROAD, GURUGRAM
 Respondents

Appearance:

For Complainant Present

For Respondent SDO Present

INTERIM ORDER

M/S Wireless Info Service, Plot No.390 P-I, Kirti Nagar, Gurugram is consumer of DHBVN bearing account no. 0483230000, 9383230000, 4420430000, 726263000 & 5109151314 under SDO (OP) S/Divn., DHBVN, New Colony, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for PDCO and requested for raising the final bill and issue of no dues, 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 27.10.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was present but none from respondent SDO was present. Forum directed respondent SDO to effect PDCO as per request of complainant and issue no dues after clearance of all dues and observing usual formalities.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit the reply but the representative of respondent SDO assured compliance within 7 days. Forum directed respondent SDO to comply with as assured. The complainant is also directed to visit the respondent SDO office for site verification, if so required. Now to come up on the next date of hearing on 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman



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)

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| CASE NUMBER | DH / CGRF / 3206 / 2020 |
| DATE OF INSTITUTION | 09.10.2020 |
| DATES OF HEARING | 27.10.2020, 10.11.2020 |

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

Present:

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

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

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

SDO Present

INTERIM ORDER

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

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

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

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

Proceeding was held on dated 10.11.2020 at Gurugram. Representative of complainant and respondent SDO both were present. Representative of complainant was not aware about the facts of the case. However representative of respondent SDO informed that the case file of the complainant has been found and as per record, the sanctioned load of the complainant was 1000 KW only. Forum directed the complainant to depute some well conversant representative on the next date. Now to come up on the next date of hearing on 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman



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

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| CASE NUMBER | DH / CGRF / 3225 / 2020 |
| DATE OF INSTITUTION | 09.10.2020 |
| DATES OF HEARING | 27.10.2020, 10.11.2020 |

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

Present:

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

In the matter of complaint of M/S SPML India Ltd., Plot no. 65, Sector 32, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

SDO Present

INTERIM ORDER

M/s SPML Infra Ltd., Plot No.65, Sector-32, Gurugram has been the consumer of DHBVN bearing account no. 5786650000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had applied for reduction of load from 495 kW to 250 kW during 10/2019 and thereafter applied online vide application no. G26-320-464 dated 19.03.2020 with all requisite formalities/payment, 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 27.10.2020 at Gurugram for hearing of the case.

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

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted reply vide memo No 3262 dated 09.11.2020 stating that complainant had applied for reduction of load vide application number G26-320-464 but deduction of load was not possible as on date being consumer account was in billing mode. The reduction of load would be done as soon as the account of the consumer comes out of billing mode. Forum directed the respondent SDO to comply with as assured within 10 days. Now to come up on the next date of hearing on 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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125005
Telephone No. 01662-223081
HETRI, SECTOR 16, IDC AREA,
GURUGRAM
website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)

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| CASE NUMBER | DH / CGRF / 3200 / 2020 |
| DATE OF INSTITUTION | 30.09.2020 |
| DATES OF HEARING | 08.10.2020, 27.10.2020, 10.11.2020 |

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

Present:

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| 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

INTERIM ORDER

Sh. Vikash 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 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.

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 allowed. Now to come up on the next date of hearing on 27.11.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman

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|  | <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: www.dhbvn.org.in (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 |

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

Present:

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| 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 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 is also directed to appear personally on next date of hearing on 27.11.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman



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)

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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 |

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

Present:

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|----------------------|------------------|
| 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.

Manoj Yadav

Member Technical

Naresh Mehta

Member Accounts

Sanjeev Chopra

Chairman



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

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| CASE NUMBER | DH / CGRF / 3059 / 2020 |
| DATE OF INSTITUTION | 01.07.2020 |
| DATES OF HEARING | 28.07.2020, 11.08.2020, 28.08.2020, 09.09.2020, 08.10.2020, 10.11.2020 |

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

Present:

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|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRMAN |
| NARESH 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

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

SDO Present

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.

Complainant filed the present complaint stating 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 had got the 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 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 was correct. He requested the Forum to file the complaint. Forum directed 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 that bill of the complainant had been 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 that bill of the complainant was 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.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO replied vide memo.no. 3264 dated 09.11.2020 stating that bill of the complainant has already been 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 on 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman

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|  | <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: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p> |
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| CASE NUMBER | DH / CGRF / 3151 / 2020 |
| DATE OF INSTITUTION | 26.08.2020 |
| DATES OF HEARING | 09.09.2020, 08.10.2020, 10.11.2020 |

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

Present:

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

In the matter of complaint of Sh. Ravi Choudhary, Plot No. 2P, Sector 27, Gurugram regarding refund of service connection charges
..... Complainant / Petitioner

Vs.

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

Appearance:

For Complainant Not Present

For Respondent SDO Present

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.

Complainant filed the present complaint stating 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 was deposited earlier during Sep., 2018 for new connection. Later on, the connection was installed under self-deposit scheme but the service connection 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 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 would be put up to the 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 the 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.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO both were present. Respondent SDO did not submit reply but he placed on record copy of his memo no.4434 dated 16.10.2020 addressed to Xen S/U Division, Gurugram requesting to refund Rs. 2,20,000/- to the complainant as deposited by him towards service charge and the control cable. Forum directed the respondent SDO to ensure the refund to the complainant within next 15 days by pursuing personally with divisional office. Now to come up on the next date of hearing on 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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| CASE NUMBER | DH / CGRF / 3246 / 2020 |
| DATE OF INSTITUTION | 19.10.2020 |
| DATES OF HEARING | 10.11.2020 |

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

Present:

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

In the matter of complaint of M/S ATC Telecom Pvt. Ltd. Plot NO. 380,
P-1, Kirti Nagar, Gurugram regarding wrong billing
..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

INTERIM ORDER

M/s ATC Telcom Pvt. Ltd., Plot No.390 P-I, Kirti Nagar, Gurugram has been the consumer of DHBVN bearing account no. 9617472914,9716060000,1089634686 & 8918550000 under SDO (OP) S/Divn., DHBVN, Maruti Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had applied for PDCO and requested for raising final bill and issue of no dues, 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 10.11.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not submit his reply but assured the compliance within 7 days. Forum directed respondent SDO to comply with as assured. The complainant is also directed to visit the respondent SDO office for site verification, if so required. Now to come up on the next date of hearing on 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman

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|  | <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: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p> |
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| CASE NUMBER | DH / CGRF / 3252 / 2020 |
| DATE OF INSTITUTION | 19.10.2020 |
| DATES OF HEARING | 10.11.2020 |

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

Present:

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

In the matter of complaint of ESSEL TOWER RWA, ESSEL TOWER, M G Road, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

SDO Present

INTRIM ORDER

ESSEL TOWERS RWA, ESSEL TOWER, MG ROAD, (through Sh. B P Aggarwal, Advocate) Gurugram has been the consumer of DHBVN bearing Account No. 3613840000 under SDO (OP) S/Divn., DLF DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that the respondent SDO has withdrawn rebate of 4% from April-2020 onwards. He approached the respondent SDO office for resolution of his complaint, but the same has not been resolved 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 10.11.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.11.2020 at Gurugram. Representative of Complainant and respondent SDO both were present. Respondent SDO did not submit his reply. However, during the hearing he informed that the rebate has been withdrawn from CBO office. Forum directed the respondent SDO for submission of his detailed reply after due consultation within CBO/R-APDRP office. Now to come on next date of hearing on 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman



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

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| CASE NUMBER | DH / CGRF / 5253 / 2020 |
| DATE OF INSTITUTION | 19.10.2020 |
| DATES OF HEARING | 10.11.2020 |

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

Present:

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

In the matter of complaint of AMPLE HEIGHT CONDOMINIUM ASSOCIATION, Block C, Sushant Lok I, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

INTERIM ORDER

THE AMPLE HEIGHT CONDOMINIUM ASSOCIATION, Block-C, Sushant LOK-1, Gurugram (through Sh. B.P.Aggarwal, advocate) has been the consumer of DHBVN bearing Account No. 0864740000 under SDO (OP) S/Divn., DLF DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that the respondent SDO has withdrawn rebate of 4% from April-2020 onwards. He approached the respondent SDO office for resolution of his complaint, but the same has not been resolved 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 10.11.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.11.2020 at Gurugram. Representative of Complainant and respondent SDO both were present. Respondent SDO did not submit his reply. However, during the hearing he informed that the rebate has been withdrawn from CBO office. Forum directed the respondent SDO for submission of his detailed reply after due consultation within CBO/R-APDRP office. Now to come on next date of hearing on 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman



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

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| CASE NUMBER | DH / CGRF / 3259 / 2020 |
| DATE OF INSTITUTION | 23.10.2020 |
| DATES OF HEARING | 10.11.2020 |

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

Present:

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

In the matter of complaint of M/S VIOM Network, Plot no. 390, P-1, Kirti Nagar, Sector 15, Gurugram regarding wrong billing
..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

SDO Present

Interim order

M/s Viom Network, Plot No.390 P-I, Kirti Nagar, Sector-15, Gurugram has been the consumer of DHBVN bearing account no. 9586360000 DHBVN, South City Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent Nigam has been issuing bills on average basis since June-2017 and bill issued for the month of 6/2020 was issued for Rs.626086/- which was on higher side and 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 10.11.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO submitted his reply vide memo No. 3259 dated 09.11.2020 stating that bill of the consumer was issued on regular basis. The bill date 20.10.2018 was rectified on 18.12.2018. But the consumer was not paying his regular bills and hence the arrear has been added in his bill. Complainant was not satisfied. Forum directed respondent SDO to provide copy of MCOs, C-21&22 and consumption/billing details since the date of connection to date, as the meters was replaced 2 or 3 times. Now to come on the next date of hearing 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman

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|  | <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: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p> |
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| CASE NUMBER | DH / CGRF / 3251 / 2020 |
| DATE OF INSTITUTION | 19.10.2020 |
| DATES OF HEARING | 10.11.2020 |

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

Present:

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

In the matter of complaint of Sh. Vibhor Kaushik, House no. 1495,
 Sector 15, Part II, Gurugram regarding wrong billing
..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

Interim Order

Sh. Vibhor Kaushik, House No.1495, Sec.15, Part-II Gurugram has been the consumer of DHBVN bearing Account No. 1463040000 under SDO (OP) S/Divn., IDC, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his Electricity bills No. 146303466979 for Rs. 10453/-, 14630049912 for Rs. 15673/- and 146306686018 for Rs. 14947/- are on higher side and wrong. He approached to respondent SDO office for resolution of his complaint, but the same has been not resolved 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 10.11.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant and respondent SDO were present. Respondent SDO did not submit his reply. However, during the hearing, he assured for submission of his reply within 7 days after due compliance/resolution. Forum directed the SDO for compliance as assured. Now to come on next date of hearing on 10.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman

