



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

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

INTERIM ORDER

M/s Sunbeam Light Weighting Solutions Pvt. Ltd., 38/6, KM Stone, Village Nursinghpur, 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. Now to come up for arguments on next date on 08.10.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
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Case 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

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. 5510000/- 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 are 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF-3085/2020
Date of Institution: 22.07.2020
Date of Hearing: 28.07.20, 11.08.20, 28.08.20, 9.9.20 & 25.9.20

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 Sh. Sanjay Kapoor, H.No.4/7, Ground Floor,
DLF City, Phase-2, Gurugram regarding wrong billing.

.....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 Respondent SDO

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 therein 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 as 3453 kWh on 1.6.2020 i.e. lower than the actual even after 13 days. 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 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 therein that bill of the complainant as generated 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 also rectified and get 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 from SDO is received. Till then, the hearing of case is 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 however, 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 however, 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF-3093/2020
Date of Institution: 27.07.2020
Date of Hearing: 28.08.2020 & 9.9.2020

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 Dr. Suman Mukherjee, R/o U-15/66-FF, DLF
Phase-II, Gurugram regarding wrong billing.

.....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 Respondent SDO

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.

The complainant has filed the present complaint stating therein that inflated bill for the period January, 2020 to date has been issued to her. In spite of instant 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 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 it delivered to her.

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 therein 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 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 is awaited from CBO office as yet. Forum directed the respondent SDO to rectify bill of the complainant and get delivered to him. No coercive action be taken till decision of the case. 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



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Case No. DH/CGRF-3113/2020
Date of Institution: 10.08.2020
Date of Hearing: 28.08.2020 & 25.09.2020

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. Dev Vrat Kaushik, 260-Old 122, Gali No.2,
Rattan Vihar, Rajindra Park, Gurugram regarding change of category.

.....Complainant/Petitioner

V/s

XEN (OP) City Division, DHBVN, Gurugram
SDO (OP) New Palm Vihar Sub Divn., DHBVN, Gurugram

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

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

PROCEEDING

Sh. Dev Vrat Kaushik, 260-Old 122, Gali No.2, Rattan Vihar, Rajindra Park, Gurugram has been the consumer of DHBVN bearing account no. 1024940277 under SDO (OP) New Palm Vihar S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he had applied for new connection for his residential building having house hold lift vide application no. G12-220-227 dated 18.02.2020, which was rejected thereby stating that this should be NDS as building had a lift in it. As per advice, he applied for NDS connection vide application no. G12-320-212 dt. 19.03.2020 and meter was installed on 12.05.2020. Now, he got 1st bill for the period 12.05.2020 to 03.06.2020 on average basis for 690 units. He requested to convert his connection from NDS to DS and regenerate the correct bill considering that it was a DS connection since the date of connection and also to correct his address as 260-Old 122, Gali No.2, Rattan Vihar, Rajindra Park, Gurugram instead of H.No.260, Old-122, Gali No.2, Vishnu Garden, Rajindra Park, Gurugram. 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 admitted that the applicant should be covered under DS category. Forum directed the respondent SDO to come on next date of hearing on 09.09.2020 with proper reply after due site verification and the reason of rejection of first application as filed by the complainant for DS category.

Proceeding was held on dated 09.09.2020 at Gurugram. Complainant and representative of respondent SDO were present. SDO did not reply however he stated that dealing official was suffering from infection of Covid-19 and requested for another date. Request allowed.

Proceeding was held on dated 25.09.2020 at Gurugram. Complainant was present but none of respondent SDO was present. SDO did not reply however as per telephonic talk, he stated that dealing official was suffering from infection of Covid-19 and requested for another date although, complainant's issues except the service connection charges have been resolved. Request allowed. Now to come up 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-3152/2020
Date of Institution: 31.08.2020
Date of Hearing: 25.09.2020

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 The Grand Arch RWA through Sh. B.P. Aggarwal, Advocate, B-5/179, Safdarjang Enclave, New Delhi regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

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

INTERIM ORDER

M/s The Grand Arch RWA through Sh. B.P. Aggarwal, Advocate, B-5/179, Safdarjang Enclave, New Delhi has been the consumer of DHBVN bearing account no. G22-BPHT-0095 under SDO (OP) S/Divn., DHBVN, Badshahpur. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he received a bill of current month for Rs.10387249/- including an amount of Rs.2586028/- as sundry in lieu of withdrawal of 4% rebate for the period 5/2019 to 4/2020, which is 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 did not submit reply however assured that the complaint will be resolved in view of SE./Commercial memo.no. Ch-89/SE/C/45/10/Vol.III dated 20.8.2020. Forum directed respondent SDO to furnish his reply after due compliance as assured during hearing. No coercive action be taken against the complainant till decision of the case. 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-3153/2020
Date of Institution: 31.08.2020
Date of Hearing: 25.09.2020

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 Uptown Condominium RWA through Sh.
B.P. Aggarwal, Advocate, B-5/179, Safdarjang Enclave, New Delhi regarding
wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

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

INTERIM ORDER

M/s Uptown Condominium RWA through Sh. B.P. Aggarwal, Advocate, B-5/179, Safdarjang Enclave, New Delhi has been the consumer of DHBVN bearing account no. G22-BPHT-0111 under SDO (OP) S/Divn., DHBVN, Badshahpur. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he received a bill of current month for Rs.5366450/- including an amount of Rs.1332618/- as sundry in lieu of withdrawal of 4% rebate for the period 5/2019 to 4/2020, which is 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 did not submit reply however assured that the complaint will be resolved in view of SE/Commercial memo.no. Ch-89/SE/C/45/10/Vol.III dated 20.8.2020. Forum directed respondent SDO to furnish his reply after due compliance as assured during hearing. No coercive action be taken against the complainant till decision of the case. 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-3155/2020
Date of Institution: 31.08.2020
Date of Hearing: 25.09.2020

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 Raisina Residency RWA through Sh.
B.P. Aggarwal, Advocate, B-5/179, Safdarjang Enclave, New Delhi regarding
wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

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

INTERIM ORDER

M/s Raisina Residency RWA through Sh. B.P. Aggarwal, Advocate, B-5/179, Safdarjang Enclave, New Delhi has been the consumer of DHBVN bearing account no. G22-BPHT-0029 under SDO (OP) S/Divn., DHBVN, Badshahpur. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he received a bill of current month for Rs.4180071/- including an amount of Rs.1871801/- as sundry in lieu of withdrawl of 4% rebate for the period 5/2019 to 4/2020, which is 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 did not submit reply however assured that the complaint will be resolved in view of SE./Commercial memo.no. Ch-89/SE/C/45/10/Vol.III dated 20.8.2020. Forum directed respondent SDO to furnish his reply after due compliance as assured during hearing. No coercive action be taken against the complainant till decision of the case. 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
HARYANA BIJLI VITRAN NIGAM
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Telephone No. 01662-223081
HETRI, SCETOR 16, IDC AREA, GURUGRAM
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Case No. DH/CGRF-3157/2020
Date of Institution: 31.08.2020
Date of Hearing: 25.09.2020

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

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

INTERIM ORDER

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

The complainant has filed the present complaint stating therein that respondent SDO has not given 4% rebate on units, slab benefit for 600 dwelling units and interest on ACD, which is 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 therein that 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 is neither a builder nor disclosed total load/occupancy, as such 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 is directed to submit his reply with instructions regarding non allowance of 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% unit rebate on SOP only. Now to come on next date of hearing on 27.10.2020. No coercive action should be taken till final order in this case.

(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

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 is 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 premises of the complainant was in group housing society having Single Point Electricity Connection. So, there is 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. Now to come on next date of hearing on 08.10.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF-3145/2020
Date of Institution: 25.08.2020
Date of Hearing: 25.09.2020

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. Vishva Bandhu, H.No. 423, Sector-7,
Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

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

INTERIM ORDER

Sh. Vishva Bandhu, H.No. 423, Sector-7, Gurugram has been the consumer of DHBVN bearing account no. 1871230000 under SDO (OP) S/Divn., DHBVN, New Colony, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that bill issued during 7/2020 showed a consumption of 9038 units for 6 days (20.2.2020 to 26.02.2020) whereas units consumed for the period 26.02.2020 to 19.06.2020 (114 days) have been shown as 3818, which was wrong. He has requested the forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 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. 6026 dated 17.09.2020 stating therein that the meter was replaced with smart meter and the bill has been revised accordingly, which was reviewed and found OK. The complainant's old meter final reading was 29014 and then billed for cumulative block units 9038 due to less units billed in previous months. Thus, there was no error. The consumption of previous corresponding period i.e. March, 2018 to Feb., 2019 was 12097 units and from March, 2019 to Feb., 2020 is 12893 including 9038 units. So, it was clear that these units were blocked. Further, new meter consumption for 114 days was 3818 units, which was also verified by the JE and is found correct. Thus, he requested the Forum to file the complaint. Complainant was not satisfied with the reply of the respondent SDO. Forum directed respondent SDO to provide M&T Lab. report of old meter and documentary proof in respect of old reading for last one year. 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-3159/2020
Date of Institution: 03.09.2020
Date of Hearing: 25.09.2020

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 JMK Warehouse Pvt. Ltd., Village
Jamalpur, Gurugram regarding refund of service connection charges.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant:

Present

For the Respondent

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

PROCEEDING

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

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

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

Proceeding was held on dated 25.09.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 1944 dated 17.09.2020 stating therein that the said connection having sanctioned load 498 kW(NDS category) was originally released on 5.8.2019 on 11kV Baslambi RDS feeder. After that, the complainant requested for change of supply source through Independent feeder. The estimate got sanctioned from competent authority, work was carried out by the complainant under self execution scheme and the connection was shifted and energized through 11kV independent feeder from 66kV S/S Jamalpur on 21.05.2020 vide MT1 no. 91/1383. Initially, the connection was released on 11kv Baslambi RDS feeder, hence, Rs.996000/- service connection charges @ Rs.2000/- per kVA were got deposited as per guidelines of Nigam. So, the charges claimed are not refundable. Complainant was not satisfied with the reply of respondent SDO and requested for another date to submit counter reply. Request allowed. 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-3144/2020
Date of Institution: 25.08.2020
Date of Hearing: 09.09.2020 & 25.09.2020

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:

Representative

For the Respondent

- 1 None of Nodal Officer CGRF Hisar.
- 2 Representative of 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. Now to come on next date of hearing on 08.10.2020.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

