

	<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 / 3125 / 2020
DATE OF INSTITUTION	18.08.2020
DATES OF HEARING	08.09.2020, 06.10.2020, 05.11.2020& 15.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN(Through V.C)
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (Through V.C)

In the matter of complaint of Sh. Rajesh, Shop No. 13, Green Square Market, Hisar regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION DIVISION NO. 1, DHBVN, HISAR
 SDO/OPERATION CITY S/D, DHBVN, HISAR

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Rajesh, Shop No.13, Green Square Market, Hisar has an electricity connection bearing account no. 2925420000 under SDO (OP) City Sub Divn., DHBVN, Hisar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had tried to make payment of electricity bill amounting to Rs.22001/- on-line through HDFC Bank Credit Card on dated 18.06.2020 but it got credited to UHBVN in the same account number instead of DHBVN. 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 08.09.2020 at Hisar for hearing of the case.

Proceedings were held on 08.09.2020 at Hisar. The complainant and respondent SDO appeared for hearing. Complainant informed that the consumer of UHBVN having account no. 2925420000 fell under the jurisdiction of SDO (OP) Model Town Sub Divn., Karnal. Forum directed the respondent SDO/Xen. (OP) Divn.No.1 Hisar to correspond on the matter with SDO M.Town / Xen. City, Karnal for remittance of the said amount in DHBVN account and thereafter complainant's account be adjusted accordingly.

Proceedings were held on 06.10.2020 at Hisar. The complainant and respondent SDO did not appear for hearing. Forum observed that since it was not a fault on the part of complainant, it was for the concerned subdivision and division of DHBVN to sort out the matter with UHBVN. The Forum directed the respondent SDO/XEN (OP) Divn.No.1 Hisar to correspond on the matter with their counterparts SDO M. Town/ Xen. City, Karnal for remittance of the said amount in DHBVN account and thereafter complainant's account be adjusted accordingly within 10 days. In the meantime, no coercive action should be taken against the complainant.

Proceedings were held on 05.11.2020 at Hisar. The complainant and respondent SDO did not appear for hearing. As per telephonic talk with the complainant he informed that his complaint was not resolved as yet. Non-appearance of respondent SDO or his representative has been viewed seriously. Forum directed the respondent SDO/XEN (OP) Divn.No.1 Hisar to correspond on the matter with their counterparts SDO M. Town/ Xen. City, Karnal for remittance of the said amount in DHBVN account and thereafter complainant's account be adjusted accordingly within 10 days.

Proceedings were held on 15.12.2020 at Hisar. Complainant was not present but respondent SDO was present. Respondent SDO did not submit any reply. However, she informed that the matter was being pursued with SDO M. Town/ Xen. City, UHBVN, Karnal and assured that the matter would be resolved within next 10-15 days. Forum directed respondent SDO to ensure the compliance as assured. Now to come up on next date of hearing on 07.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005
Telephone No. 01662-223081
HETRI, SECTOR 16, IDC AREA, GURUGRAM
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CASE NUMBER	DH / CGRF / 3212 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	05.11.2020& 15.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN (Through V.C)
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (Through V.C)

In the matter of complaint of Sh. Murti Devi w/o Sh. Jagdish Chand V&PO Sainipura, Tehsil Hansi, District Hisar regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, HANSI
SDO/OPERATION S/U S/D, DHBVN, HANSI

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Murti Devi W/o Sh. Jagdish Chand Village Sainipura Tehsil Hansi Distt. Hisar is a consumer of DHBVN bearing account no. PPID-2682 under SDO (OP)Sub Urban Sub Divn., DHBVN, Hansi. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that in the month of September 2019, she had received a bill of Rs.46267 showing reading 6116 units for the period of 17.06.2019 to 17.08.2019 which was abnormally high and not correct. She approached the office of respondent SDO for correction but no action has been taken so far. She has now 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 05.11.2020 at Hisar for hearing of the case.

Proceedings were held on 05.11.2020 at Hisar. Complainant and respondent SDO both were present. Respondent SDO submitted his reply vide no.8897 Dated 2.11.2020 stating that the bill issued during Sep.2019 was for the period 9/2018 to 3/2020. Copy of calculation sheet, report of Billing agency regarding accumulation of reading and meter checking report of M&T lab have also been placed on record. Forum directed the respondent SDO to supply the consumption data of old and new meter up to date and documentary proof of system generated meter reading for the period prior to 3/2020. No coercive action be taken till the final disposal of case.

Proceedings were held on 15.12.2020 at Hisar. Complainant and representative of respondent SDO were present. Respondent SDO did not submit his reply, however, placed on record consumption data since January, 2017 to date and informed that meter of the complainant had been sent to firm for retrieval of reading. Forum directed the respondent SDO to pursue with the firm and submit detail of reading retrieved of complainant meter within 10 days. Now to come up on the next date of hearing on 07.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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CASE NUMBER	DH / CGRF / 3275 / 2020
DATE OF INSTITUTION	06.11.2020
DATES OF HEARING	15.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN (Through V.C)
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (Through V.C)

In the matter of complaint of Sh. Ram Niwas S/o Sh. Sadhu Ram, H.No.1239A, Sector-15A, Housing Board Colony, Hisar regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION NO.1 DIVN., DHBVN, HISAR
SDO/OPERATION C/L S/D, DHBVN, HISAR

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Ram Niwas S/o Sh. Sadhu Ram, H.No.1239A, Sector-15A, Housing Board Colony, Hisar is a consumer of DHBVN bearing account no. 0588520000 under SDO (OP) C/L Sub Divn., DHBVN, Hisar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that the bills were issued without reading and excessive for a long time. He approached the office of respondent SDO for checking of his meter and issue of bills on actual reading basis, but no action has been taken so far. He has now 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 15.12.2020 at Hisar for hearing of the case.

Proceedings were held on 15.12.2020 at Hisar. Complainant was not present but respondent SDO was present. Respondent SDO submitted his reply vide memo.no. nil dated 15.12.2020 stating that bill of the complainant has been revised as per actual reading as verified by the line staff on dated 5.11.2020, copy placed on record. Forum directed the respondent SDO to provide consumption data for last two years and complainant is also directed as last opportunity to appear before the Forum on next date of hearing. Now to come up on the next date of hearing on 07.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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CASE NUMBER	DH / CGRF / 3279 / 2020
DATE OF INSTITUTION	06.11.2020
DATES OF HEARING	15.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN (Through V.C)
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (Through V.C)

In the matter of complaint of Sh. Mahavir Singh C/o M/s A.S.M. Plywood, Raipur Road, Hisar regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION NO.1 DIVN., DHBVN, HISAR
SDO/OPERATION City S/D, DHBVN, HISAR

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Mahavir Singh C/o M/s A.S.M. Plywood, Raipur Road, Hisar is a consumer of DHBVN bearing account no. 0021720000 under SDO (OP) C/L Sub Divn., DHBVN, Hisar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that reading of meter was not being taken for quite a long time and the bills were being issued without actual reading. He approached the office of respondent SDO issue of bills on actual reading basis, but no action has been taken so far. He has now 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 15.12.2020 at Hisar for hearing of the case.

Proceedings were held on 15.12.2020 at Hisar. Complainant was not present but respondent SDO was present. Respondent SDO submitted his reply vide memo.no. 5351 dated 15.12.2020 stating that bill of the complainant was generated on 29.10.2020 as per reading, copy placed on record. Forum directed the respondent SDO to provide consumption data for last two years and complainant is also directed as last opportunity to appear before the Forum on next date of hearing. Now to come up on the next date of hearing on 07.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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CASE NUMBER	DH / CGRF / 3288 / 2020
DATE OF INSTITUTION	19.11.2020
DATES OF HEARING	15.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN (Through V.C)
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (Through V.C)

In the matter of complaint of Sh. Kailash Chander S/o Sh. Radha Kishan Village Kharkhari Tehsil and Distt. Hisar regarding release of tubewell connection.

..... Complainant / Petitioner

Vs.

XEN / OPERATION NO.II DIVN., DHBVN, HISAR
SDO/OPERATION S/D, DHBVN, BARWALA

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Kailash Chander S/o Sh. Radha Kishan Village Kharkhari Tehsil and Distt. Hisar applied for new AP connection vide application no. H22-1218-1538 under SDO (OP) Sub Divn., DHBVN, Barwala. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for tube well connection vide application no. H22-1218-1538 on dated 31.12.2018 and had paid all the dues along with cost of motor Rs.39011/-. But connection has not been released so far despite pursuance with respondent SDO office and higher authorities. He has now requested the Forum to redress his complaint.

Complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 15.12.2020 at Hisar for hearing of the case.

Proceedings were held on 15.12.2020 at Hisar. Complainant and respondent SDO were present. Respondent SDO submitted his reply vide memo.no. 6859/60 dated 14.12.2020 stating that his office has prepared seniority list as per date of deposit of amount. The applicant falls at sr.no.75. Work order for release of tubewell connection stands allocated to M/s Pace Digitech Infra Power Ltd. against TED No.336. As on date, poles have been installed at the applicant's site and pending work would be completed as per seniority list. During the hearing, he informed that work completion period as per contract expired on 15.12.2020. But, till date only 3 no. connections have released out of 257 nos. Complainant was not satisfied and he requested for getting the connection released at an early date. He also informed that as per Nigam instructions, he opted for Mono block motor to be procured by him. But the SDO was stressing for providing bill of motor but the cost as deposited earlier in lieu of submersible motor has not been refunded as yet. Forum directed the respondent SDO to first ensure refund of motor cost deposited within fifteen days and to pursue with the authority concerned to get speedy execution of work and apprise the Forum about status of work within next fifteen days. Now to come up on the next date of hearing on 07.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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CASE NUMBER	DH / CGRF / 3289 / 2020
DATE OF INSTITUTION	19.11.2020
DATES OF HEARING	15.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN (Through V.C)
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (Through V.C)

In the matter of complaint of Sh. Ram Kishan S/o Sh. Manphool Singh Village Kharkhari Tehsil and Distt. Hisar regarding release of tubewell connection.

..... Complainant / Petitioner

Vs.

XEN / OPERATION NO.II DIVN., DHBVN, HISAR
SDO/OPERATION S/D, DHBVN, BARWALA

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Ram Kishan S/o Sh. Manphool Singh Village Kharkhari Tehsil and Distt. Hisar applied for new AP connection vide application no. H22-718-213 under SDO (OP) Sub Divn., DHBVN, Barwala. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for release of tube well connection vide application no. H22-718-213 on dated 31.12.2018 and had paid all the dues along with cost of motor Rs.30361/-. But connection has not been released so far despite pursuance with respondent SDO office and higher authorities. He has now 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 15.12.2020 at Hisar for hearing of the case.

Proceedings were held on 15.12.2020 at Hisar. Complainant and respondent SDO were present. Respondent SDO submitted his reply vide memo.no. 6861/62 dated 14.12.2020 stating therein that his office has prepared seniority list as per date of deposit of amount. The applicant falls at sr.no.158. Work order for release of tubewell connection allocated to M/s Pace Digitech Infra Power Ltd. against TED No.336. As on date, poles have been installed at the applicant's site and pending work will be completed as per seniority list. During hearing, he informed that work completion period as per contract expired on 15.12.2020. But, till date only 3 nos. connections are released out of 257 nos. Complainant was not satisfied and he requested for getting connection released at an early date. Forum directed the respondent SDO to pursue with authority concerned to get speedy execution of work and apprise to the Forum status of work within fifteen days. Now to come up on the next date of hearing on 07.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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CASE NUMBER	DH / CGRF / 3290 / 2020
DATE OF INSTITUTION	19.11.2020
DATES OF HEARING	15.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN (Through V.C)
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (Through V.C)

In the matter of complaint of Sh. Ram Kishan S/o Sh. Manphool Singh Village Kharkhari Tehsil and Distt. Hisar regarding release of tubewell connection.

..... Complainant / Petitioner

Vs.

XEN / OPERATION NO.II DIVN., DHBVN, HISAR
SDO/OPERATION S/D, DHBVN, BARWALA

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Ram Kishan S/o Sh. Manphool Singh Village Kharkhari Tehsil and Distt. Hisar applied for new AP connection vide application no. H22-718-219 under SDO (OP) Sub Divn., DHBVN, Barwala. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he had applied for a tube well connection vide application no. H22-718-219 on dated 31.12.2018 and paid all dues as required with cost of motor Rs.30361/-. But connection has not been released so far despite pursuance with respondent SDO office and higher authorities. He has now 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 15.12.2020 at Hisar for hearing of the case.

Proceedings were held on 15.12.2020 at Hisar. Complainant and respondent SDO were present. Respondent SDO submitted his reply vide memo.no. 6863/64 dated 14.12.2020 stating therein that his office has prepared seniority list as per date of deposit of amount. The applicant falls at sr.no.244. Work order for release of tubewell connection allocated to M/s Pace Digitech Infra Power Ltd. against TED No.336. As on date, poles have been installed at the applicant site and pending work will be completed as per seniority list. During hearing, he informed that work completion period as per contract expires on 15.12.2020. But, till date only 3 no. connections are released out of 257 nos. Complainant was not satisfied and he requested for getting connection released at an early date. He also informed that as per Nigam instructions, he opted for Mono block motor to be procured by himself. But, respondent SDO is stressing for providing bill of motor but the cost as deposited earlier in lieu of submersible motor has not been refunded as yet. Forum directed the respondent SDO to first ensure refund of motor cost deposited within fifteen days and pursue with authority concerned to get speedy execution of work and apprise to the Forum status of work within fifteen days. Now to come up on the next date of hearing on 07.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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CASE NUMBER	DH / CGRF / 3291 / 2020
DATE OF INSTITUTION	19.11.2020
DATES OF HEARING	15.12.2020

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN (Through V.C)
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (Through V.C)

In the matter of complaint of Sh. Ram Niwas S/o Sh. Chandgi Ram Village Kharkhari Tehsil and Distt. Hisar regarding release of tubewell connection.

..... Complainant / Petitioner

Vs.

XEN / OPERATION NO.II DIVN., DHBVN, HISAR
SDO/OPERATION S/D, DHBVN, BARWALA

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Ram Niwas S/o Sh. Chandgi Ram Village Kharkhari Tehsil and Distt. Hisar applied for new AP connection vide application no. H22-614-35 under SDO (OP) Sub Divn., DHBVN, Barwala. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he had applied for a tube well connection vide application no. H22-614-35 on dated 26.05.2015 and had paid all the dues as required with cost of motor Rs.30361/-. But connection has not been released so far despite pursuance with respondent SDO office and higher authorities. He has now 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 15.12.2020 at Hisar for hearing of the case.

Proceedings were held on 15.12.2020 at Hisar. Complainant representative and respondent SDO were present. Respondent SDO submitted his reply vide memo.no. 6865/66 dated 14.12.2020 stating therein that his office has prepared seniority list as per date of deposit of amount. The applicant falls at sr.no.243. Work order for release of tubewell connection allocated to M/s Pace Digitech Infra Power Ltd. against TED No.336. As on date, poles have been installed at the applicant site and pending work will be completed as per seniority list. During hearing, he informed that work completion period as per contract expires on 15.12.2020. But, till date only 3 nos. connections have been released out of 257 nos. Complainant was not satisfied and he requested for getting connection released at an early date. He also informed that as per Nigam instructions, he opted for Mono block motor to be procured by himself. But, respondent SDO is stressing for providing bill of motor but the cost as deposited earlier in lieu of submersible motor has not been refunded as yet. Forum directed the respondent SDO to first ensure refund of motor cost deposited within fifteen days and pursue with authority concerned to get speedy execution of work and apprise to the Forum status of work within fifteen days. Now to come up on the next date of hearing on 07.01.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson