



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 / 3137 / 2020 |
| DATE OF INSTITUTION | 24.08.2020 |
| DATES OF HEARING | 11.08.2020, 08.09.2020, 06.10.2020, 05.11.2020 |
| DATE OF ORDER | 09.11.2020 |

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

Present:

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|----------------------|--------------------------------|
| 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. Baljit Singh s/o Sh. Dharam Chand V&PO Mehjad,
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 SDO Present

INTERIM ORDER

Sh. Baljit Singh S/o Sh. Dharam Chand Village Mehjad Tehsil Hansi Distt. Hisar has an electricity connection bearing account no. DF41-0003N under SDO (OP) S/U Sub Divn., DHBVN, Hansi. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that digit of his meter jumped resulting into showing of consumption of 10500 units for the period 03.03.2020 to 03.05.2020 against which a bill for Rs.100392/- has been raised, 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 08.09.2020 at Hisar for hearing of the case.

Proceedings were held on 08.09.2020 through video conferencing at Hisar. The complainant was present but the respondent SDO did not appear. During hearing, complainant also informed that his connection was disconnected for non-payment of bill. Forum directed the respondent SDO to restore supply of complainant after the complainant remits the due amount except the disputed amount of 10500 units. Further, he was directed to appear before the Forum on next date of hearing without fail along with detailed reply and consumption data of last one year.

Proceedings were held on 06.10.2020 through video conferencing at Hisar. The complainant & representative of the respondent SDO both were present. Respondent SDO submitted his reply vide memo no 8436/37 dated 05.10.2020 and stated that meter was checked by M&P team vide MT-1 no 92/524 dated 25-09-2020 and accuracy of the meter was found within permissible limit. Copy of M&P report and consumption data w.e.f.1/2018 to date also placed on record. During hearing, XEN/M&P was also present in other case. As per request of the Forum, he provided billing data & daily consumption report of the meter. The said report is available for 26-04-2020 to 03-05-2020(8 Days) out of the period 03.03.2020 to 03.05.2020 (the period for which the complainant complained about jumping of reading in the meter).During 8 days, meter shows reading only 114 kVAh. Forum directed the respondent SDO to submit the consumption data for the month of March to May of the previous year 2018 & 2019 and also to confirm that the reading was taken manually or through CMRI during this period.

Proceedings were held on 05.11.2020 through video conferencing at Hisar. The complainant & representative of the respondent SDO both were present. Respondent SDO did not submit reply. However, his representative requested for another date for the submission of data as desired by the Forum. Complainant

argued that during lock down period his poultry farm remained almost closed and meter certainly had jumped. Form directed to respondent SDO to furnish his reply within two weeks' time. Now to come up on next date of hearing on 8.12.2020

Manoj Yadav
Member Technical

Naresh Kumar 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 / 3125 / 2020 |
| DATE OF INSTITUTION | 18.08.2020 |
| DATES OF HEARING | 08.09.2020, 06.10.2020, 05.11.2020 |

**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

Not Present

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. Now to come up on next date of hearing on 08.12.2020.

Manoj Yadav
Member Technical

NARESH KUMAR 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

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| | Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbn.org.in (e-mail ID:cgrf@dhbn.org.in) |
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| CASE NUMBER | DH / CGRF / 3139 / 2020 |
| DATE OF INSTITUTION | 24.08.2020 |
| DATES OF HEARING | 08.09.2020, 06.10.2020, 05.11.2020 |

**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. Vikas Kharab, M/S Hindustan Metals, 309, Sector 27-28, District Hisar regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION DIVISION NO. 2, DHBVN, HISAR
SDO/OPERATION S/D, DHBVN, SATROD, HISAR

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Representative of SDO Present

PROCEEDINGS

Sh. Vikas Kharab, M/s Hindustan Metals, 209, Sector 27-28, Hisar has been a consumer of DHBVN bearing account no. 0979767998 under SDO (OP) Sub Divn., DHBVN, Satrod. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that department has not issued bill since May, 2019. During January 2020, his meter had got burnt and a new meter was installed but electricity bill since January 2020 was also not issued till May, 2020. The bill as issued during the month June 2020 for the period May 2019 to June 2020 was also not correct. 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. Representative of complainant was present but none was present from the respondent SDO. Non-appearance of respondent SDO in the hearing was viewed seriously. Complainant requested for issue of correct bill and month wise bill details. Further not to disconnect the connection till resolution of complaint. However, he consented for the part payment. Respondent SDO vide his memo. no. 3796 dated 8.9.2020 requested for another date to file the reply due to outbreak of Covid-19. Respondent SDO was directed to accept part payment of 50% of total outstanding dues and submit compliance report along with reply on next date of hearing. No Coercive action should be taken till decision of case.

Proceedings were held on 06.10.2020 at Hisar. Representative of complainant and representative of respondent SDO were present. Respondent SDO vide his memo. no. 4427 dated 05.10.2020 submitted reply and as per his reply, the complainant had still not paid part payment of 50% of total outstanding dues as directed by the Forum on the previous date. Forum directed the complainant to deposit 50% of total outstanding dues within 7 days and submit his counter reply on the reply of the respondent SDO in his office with a copy to the Forum before next date of hearing.

Proceedings were held on 05.11.2020 at Hisar. Complainant not present but representative of respondent SDO was present. Respondent SDO vide his memo. no. 5093 dated 04.11.2020 submitted that the complainant had paid 50% of total outstanding dues as directed by the Forum. The complainant's request has been received for seeking next date due to his illness. Request allowed. Now to come up on the next date of hearing on 08.12.2020.

Manoj Yadav
Member Technical

Naresh Kumar Mehta
Member Accounts

Sanjeev Chopra
Chairman



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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125005
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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 / 3221 / 2020 |
| DATE OF INSTITUTION | 09.10.2020 |
| DATES OF HEARING | 05.11.2020 |

**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. Om Prakash Lamboria, House No. 391, V&PO Dabra, District Hisar regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION DIVISION NO. 2, DHBVN, HISAR
SDO/OPERATION S/D, SATROD, DHBVN, HISAR

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

INTERIM ORDER

Sh. Om Parkash Lamboria House No.391,Village Dabra Hisar is a consumer of DHBVN bearing account no. DDID-0187-Aunder SDO (OP) Sub Divn., DHBVN, Satrod. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that in the month September2020, he received a bill of Rs.11774 which was high and not correct because his monthly bills as he received prior to this have been between Rs.800-1000 approx.He approached the office of respondent SDO but no action has been taken so far. Now 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 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 reply vide no. 5012 dated 2.11.2020 which was not specific to the complainant's grievance. Forum directed the respondent SDO to furnish his reply specifically to the complainant's grievance. Now to come up on next date of hearing on 08.12.2020.

Manoj Yadav

Member Technical

Naresh Kumar Mehta

Member Accounts

Sanjeev Chopra

Chairman



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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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 / 3223 / 2020 |
| DATE OF INSTITUTION | 09.10.2020 |
| DATES OF HEARING | 05.11.2020 |

**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. Vijay Kumar s/o Sh. Leelu Ram, House no. 1429,
Near Neki Ram Sarpanch, Satrod Khas, District Hisar regarding wrong billing
..... Complainant / Petitioner

Vs.

XEN / OPERATION DIVISION NO. 2, DHBVN, HISAR
SDO/OPERATION S/D, SATROD, DHBVN, HISAR

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

INTERIM ORDER

Sh. Vijay Kumar S/o Sh. Leelu Ram, House No. 1429, Near Neki Ram Sarpanch, Satrod Khas Hisar is a consumer of DHBVN bearing account no. 5805380000 under SDO (OP) Sub Divn. DHBVN, Satrod. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that in the month of June 2019, he received a bill of Rs.14555 showing replacement of old meter with new one on 13/1/2019 where as old meter was replaced during 10/2017. He approached the office of respondent SDO for correction and overhauling of account since 10/2017 but no action has been taken so far. Now 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 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 requested for another date for submission of reply. Request allowed. Forum directed the respondent SDO to furnish detailed reply specific to the complainant's grievance. Now to come on next date of hearing on 08.12.2020.

Manoj Yadav
Member Technical

Naresh Kumar Mehta
Member Accounts

Sanjeev Chopra
Chairman



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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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 / 3212 / 2020 |
| DATE OF INSTITUTION | 09.10.2020 |
| DATES OF HEARING | 05.11.2020 |

**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 SDO Present

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, he 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. Now to come up on the next date of hearing on 08.12.2020.

Manoj Yadav
Member Technical

Naresh Kumar 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 / 3260 / 2020 |
| DATE OF INSTITUTION | 23.10.2020 |
| DATES OF HEARING | 05.11.2020 |

**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. Om Parkash Chahal s/o Sh. SurajBhan Chahal r/o Jagdish Colony, Narula WaliGali, Tehsil Hansi, District Hisar regarding erection of pole / street light

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Not Present

INTERIM ORDER

Sh. Om Parkash Chahal S/o Sh. SurajBhan Chahal r/o Jagdish Colony, Narula WaliGali, Hansi, Distt. Hisar is a consumer of DHBVN bearing account no. 145830000 under SDO (OP) Sub Urban Sub Divn. DHBVN, Hansi. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that supply is running through cables and no pole has been erected. He approached the office of respondent SDO for resolution of his grievance but no action has been taken so far. Now 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 05.11.2020 at Hisar for hearing of the case.

Proceedings were held on 05.11.2020 at Hisar. Complainant was present but the respondent SDO was not present. Forum directed the respondent SDO to submit detailed reply after due verification of site. Now to come up on the next date of hearing on 08.12.2020.

Manoj Yadav
Member Technical

Naresh Kumar Mehta
Member Accounts

Sanjeev Chopra
Chairman