



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3561/ 2021
DATE OF INSTITUTION	27.04.2021
DATES OF HEARING	07.05.2021, 04.06.2021 & 06.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON (THROUGH VC)
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (THROUGH VC)

In the matter of complaint of Sh. Jasvinder Singh Anand, 20 M.C.Colony, Hisar Distt. Hisar regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OPDivn.No. I, DHBVN, Hisar  
SDO/OP Civil Line,S/Divn., DHBVN, Hisar

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## Interim Order

Sh. Jasvinder Singh Anand, 20 M.C. Colony, Hisar Distt. Hisar has an electricity connection bearing account no. 5687620000 under SDO (OP)Civil Line S/Divn. DHBVN, Hisar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he received bill for the month of Feb.2021 amounting to Rs. 100160/- showing sundry charges of Rs.95172/- though he had been paying his bills regularly. He lodged his complaint with respondent SDO and also met her personally. He deposited Rs. 50000/- as per her advice. But on dated 10.04.2021 his meter was stolen and on lodging the FIR, the same was re-installed and supply was restored. This was a sort of mental Harassment by the office of respondent officer. He approached many times in the office of respondent's office but no action has been taken so far. As such, 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 07.05.2021 at Hisar for hearing of the case.

Proceedings were held at Hisar on 07.05.2021. Complainant and respondent SDO were present through VC. Respondent SDO submitted her reply vide no. Spl-1 dated 06.05.2021 stating that on 25.04.2018, bill was delivered to the complainant with FR 99190. In the next billing cycle, the meter had completed its round and bills were being generated on average basis since then up to 25.06.2020. On 25.06.2020, meter of the complainant was changed and CBO office issued the bill based on the reading as per MCO and Lab Challan. However, on checking, an amount of Rs. 4056/- becomes refundable. Case has been sent to CBO for rectification. It is also added that complainant has cleared his outstanding dues on 26.04.2021. Complainant was not satisfied, he argued that during the period 25.04.2018 to 25.06.2020 his premises had remained almost closed and he had consumed only 935 units. His meter replaced on 25.06.2020 also showed Final reading as 124.79 units, but Nigam has shown it as 124790 units and charged Rs.95172/-. Screen Shot of Meter as produced by the respondent SDO was also showing FR 124.79 unit. Forum directed respondent SDO to get the expert advice on the issue of FR whether it was 124.79 or 124790 unit, from Xen M&P, DHBVN, Hisar within fifteen days & submit to the Forum along with Lab test Report/Survey Data, Copy of MCO,CA-21/22 with detailed reasons of not taking actual reading/issuing bills on average basis for the period of around two years and thereafter disconnection/restoration of electricity on 10.04.2021.

Proceedings were held at Hisar on 04.06.2021. Both complainant and respondent SDO were present through VC. Respondent SDO submitted her reply vide no. 1051 dated 04.06.2021 stating that matter has already been taken with Xen M&P, DHBVN, Hisar and report awaited as yet. Further regarding detailed reasons of not taking actual reading/issuing bills on average basis for the period of around two years and thereafter disconnection/restoration of electricity on 10.04.2021, investigation was in process. As such requested for another date. Request allowed. Now to come on next date of hearing on 06.07.2021 with detailed reply.

Proceedings were held at Hisar on .06.07.2021. Both complainant and respondent SDO were present. Respondent SDO submitted her reply vide no. 7297 dated 06.07.2021 stating that matter has already been taken with Xen M&P, DHBVN, Hisar and report awaited as yet. Further regarding detailed reasons of not taking actual reading/issuing bills on average basis for the period of around two years and thereafter disconnection/restoration of electricity on 10.04.2021, investigation was in process. As such requested for another date. Request allowed. Now to come on next date of hearing on 05.08.2021 with detailed reply.

**(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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<b>Case No. DH/CGRF-</b>	<b>3590/2021</b>
<b>Date of Institution:</b>	<b>17.06.2021</b>
<b>Date of Hearing:</b>	<b>06.07.2021</b>

**BEFORE THE  
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Rajesh ,Near Kranti Kari Chowk, Hansi regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN,Hansi  
SDO (OP) City S/Divn., DHBVN, Hansi.

.....Respondents

Appearance:

For Complainant: Representative( Through VC)

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Sh. Rajesh, Near Kranti Kari Chowk, Hansi has an electricity connection bearing account no. 7934400000 under SDO (OP) City S/Divn. DHBVN Hansi, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. 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 06.07.2021 at Hisar for hearing of the case.

Proceedings were held on 06.07.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide no.1135 dated 02.07.2021 stating that case for allowing Subsidy has been sent to CBO, but it was returned with the remarks that "Matter is under consideration with RAPDRP, all eligible consumer may get benefits of subsidy in the next bill automatically in which A/c subsidy not adjusted". He also stated that interest on ACD has already been provided to the complainant by the system as per Instructions of the Nigam. Copy of Bills/CCB Screenshot since 2017 to date placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO office to get refund the amount of power subsidy within 15 days. Now to come on next date of hearing on 05.08.2021

**(MANOJ YADAV)**  
**Member Technical**

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b> <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> )
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<b>Case No. DH/CGRF-</b>	<b>3591/2021</b>
<b>Date of Institution:</b>	<b>17.06.2021</b>
<b>Date of Hearing:</b>	<b>06.07.2021</b>

**BEFORE THE  
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Sushil Kumar, Delhi Darwaja, Hansi regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Hansi  
SDO (OP) City S/Divn., DHBVN, Hansi.

.....Respondents

Appearance:

For Complainant: Representative( Through VC)

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Sh. Sushil Kumar, Delhi Darwaja, Hansi has an electricity connection bearing account no. 4380300000 under SDO (OP) City S/Divn. DHBVN Hansi, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. 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 06.07.2021 at Hisar for hearing of the case.

Proceedings were held on 06.07.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide no.1136 dated 02.07.2021 stated therein that case for allowing Subsidy has been sent to CBO, but it was returned with the remarks that "Matter is under consideration with RAPDRP, all eligible consumer may get benefits of subsidy in the next bill automatically in which A/c subsidy not adjusted". He also stated that interest on ACD has already been provided to the complainant by the system as per Instructions of the Nigam. Copy of Bills/CCB Screenshot since 2017 to date placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO office to get refund the amount of power subsidy within 15 days. Now to come on next date of hearing on 05.08.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b> <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>
	<b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID:cgrf@dhbvn.org.in)

<b>Case No. DH/CGRF-</b>	<b>3592/2021</b>
<b>Date of Institution:</b>	<b>17.06.2021</b>
<b>Date of Hearing:</b>	<b>06.07.2021</b>

**BEFORE THE  
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Jai Parkash, New Kath Mandi, Hansi regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN,Hansi  
SDO (OP) City S/Divn., DHBVN, Hansi.

.....Respondents

Appearance:

For Complainant: Representative( Through VC)

For the Respondent: Respondent SDO



## **INTERIM ORDER**

Sh. Jai Parkash, New Kath Mandi, Hansi has an electricity connection bearing account no. 9287561525 under SDO (OP) City S/Divn. DHBVN Hansi, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. 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 06.07.2021 at Hisar for hearing of the case.

Proceedings were held on 06.07.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide no.1137dated 02.07.2021 stated therein that case for allowing Subsidy has been sent to CBO, but it was returned with the remarks that "Matter is under consideration with RAPDRP, all eligible consumer may get benefits of subsidy in the next bill automatically in which A/c subsidy not adjusted". He also stated that interest on ACD has already been provided to the complainant by the system as per Instructions of the Nigam. Copy of Bills/CCB Screenshot since 2017 to date placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO office to get refund the amount of power subsidy within 15 days. Now to come on next date of hearing on 05.08.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



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<b>Case No. DH/CGRF-</b>	<b>3593/2021</b>
<b>Date of Institution:</b>	<b>18.06.2021</b>
<b>Date of Hearing:</b>	<b>06.07.2021</b>

**BEFORE THE  
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Pardeep S/O Sh. Ram Niwas, Hansi regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Hansi  
SDO (OP) City S/Divn., DHBVN, Hansi.

.....Respondents

Appearance:

For Complainant: Representative( Through VC)

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Sh. Pardeep S/O Sh. Ram Niwas, Hansi Hansi has an electricity connection bearing account no. 7557200000 under SDO (OP) City S/Divn.DHBVN Hansi, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. 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 06.07.2021 at Hisar for hearing of the case.

Proceedings were held on 06.07.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide no.1138dated 02.07.2021 stated therein that case for allowing Subsidy has been sent to CBO, but it was returned with the remarks that "Matter is under consideration with RAPDRP, all eligible consumer may get benefits of subsidy in the next bill automatically in which A/c subsidy not adjusted". He also stated that interest on ACD has already been provided to the complainant by the system as per Instructions of the Nigam. Copy of Bills/CCB Screenshot since 2017 to date placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO office to get refund the amount of power subsidy within 15 days. Now to come on next date of hearing on 05.08.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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<b>Case No. DH/CGRF-</b>	<b>3594/2021</b>
<b>Date of Institution:</b>	<b>18.06.2021</b>
<b>Date of Hearing:</b>	<b>06.07.2021</b>

**BEFORE THE  
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Sham Sunder, Shadra colony, Hansi regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Hansi  
SDO (OP) City S/Divn., DHBVN, Hansi.

.....Respondents

Appearance:

For Complainant: Representative( Through VC)

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Sh. Sham Sunder, Shadra colony, Hansi has an electricity connection bearing account no. 4000400000 under SDO (OP) City S/Divn. DHBVN Hansi, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his unit falls in C Block Category and as per Nigam sales circular no. D7/2019, he is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection to date. 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 06.07.2021 at Hisar for hearing of the case.

Proceedings were held on 06.07.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide no.1139 dated 02.07.2021 stated therein that case for allowing Subsidy has been sent to CBO, but it was returned with the remarks that "Matter is under consideration with RAPDRP, all eligible consumer may get benefits of subsidy in the next bill automatically in which A/c subsidy not adjusted". He also stated that interest on ACD has already been provided to the complainant by the system as per Instructions of the Nigam. Copy of Bills/CCB Screenshot since 2017 to date placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO office to get refund the amount of power subsidy within 15 days. Now to come on next date of hearing on 05.08.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b> <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>
	<b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> )

<b>Case No. DH/CGRF-</b>	<b>3633/2021</b>
<b>Date of Institution:</b>	<b>28.06.2021</b>
<b>Date of Hearing:</b>	<b>06.07.2021</b>

**BEFORE THE  
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Vijay Kumar Gupta ,VK Neurocare & Trauma Research,Hospital, N-159,Model Town, Hisar regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn.no.I DHBVN, Hisar  
SDO (OP) Model Town S/Divn., DHBVN, Hisar

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Sh. Vijay Kumar Gupta ,VK Neurocare & Trauma Research, Hospital, N-159,Model Town, Hisar has an electricity connection bearing account no. 4000400000under SDO (OP) Model town S/Divn. DHBVN Hisar, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill received was wrong ,inflated, abnormally high & even received after a period of more than a year. He has requested the Forum to redress his complaint. He approached many times in the office of respondent's office but no action has been taken so far. As such, 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 06.07.2021 at Hisar for hearing of the case.

Proceedings were held on 06.07.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide no.98 dated 06.07.2021 stating that attribute correction complaint has been lodged with R-APDRP System on 03.05.2019 and the same was resolved on 17.03.2021, as such bill was not generated for such a long time. Now the complainant bill was generated for the period of 18.04.2019 to 19.03.2021 (702 Days) for Rs. 1396471/- it was correct and as per actual consumption basis. Complainant allowed part payment of Rs. 700000/-. Later on complainant also applied for reduction of load on 04.05.2021.The same was also done & reflected in the bill issued for the month of June2021. Complainant was not satisfied and requested for another date to plead his case. Request allowed. Now to come on next date of hearing on 05.08.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**



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

**HETRI, SECTOR 16, IDC AREA, GURUGRAM  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID:cgrf@dhbvn.org.in)**

<b>Case No. DH/CGRF-</b>	<b>3634/2021</b>
<b>Date of Institution:</b>	<b>23.06.2021</b>
<b>Date of Hearing:</b>	<b>06.07.2021</b>

**BEFORE THE  
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Rajender Kumar Saini,253-P, Sector-3, Hisar  
regarding Dismantlement of Ideal H-Pole /HT Line

.....Complainant/Petitioner

V/s

XEN (OP) Divn.no.I DHBVN, Hisar  
SDO (OP) S/Divn. Sector 1-4, DHBVN, Hisar

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Respondent SDO



## **INTERIM ORDER**

Sh. Rajender Kumar Saini, 253-P, Sector-3, Hisar Hisar has an electricity connection bearing account no. 1138423269 under SDO (OP) S/Divn. Sector 1-4 DHBVN Hisar, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that an H-Pole and 125 feet high Tension Wire in front of his house remained idle / Useless, not dismantled by the Nigam. Though the whole Line except the said little small portion, has been shifted towards other side being over bridge/ Underpass are under construction in the area. This became accident prone. He approached many times in the office of respondent's office but no action has been taken so far. As such, 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 06.07.2021 at Hisar for hearing of the case.

Proceedings were held on 06.07.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide no.16 dated 08.07.2021 stating that he visited the area and found that H-Pole was very far from the complainant premises and there was no feasibility to remove the HT Line because of the Dead-End. Complainant not satisfied, he argued that said H-Pole and HT Line was lying idle and due to this any accident may occur in future being it is the main passage /Street for Mahabir Colony/ towards city. Forum directed to Xen op Divn No.1 Hisar to visit personally the site of the complainant and submit detailed report well before next date of hearing. Now to come on next date of hearing on 05.08.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(NARESH K. MEHTA)**  
**Member Accounts**

**(SANJEEV CHOPRA)**  
**Chairperson**