



**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 No. DH/CGRF-	3676/2021
Date of Institution:	26.07.2021
Date of Hearing:	07.09.2021

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

Present:

Er. Sanjeev Chopra	Chairperson (Through VC)
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical (Through VC)

In the matter of complaint of Smt. Meena Devi, Near Anaj 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

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Smt. Meena Devi, Near Anaj Mandi, Hansi has an electricity connection bearing account no. 3579222222 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 her unit falls in C Block Category and as per Nigam sales circular no. D7/2019, she is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. She further requested that the interest on ACD has also not been given since the date of connection to date. She has requested the Forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 07.09.2021 at Hisar for hearing of the case.

Proceedings were held on 07.09.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide No. 1626 dated 06.09.2021 stating therein that arrear of subsidy upto July 2021 has been sent to CBO and it was approved also, will be reflected in his next bill. He further added that provision for subsidy from August 2021 onwards shall be paid through RAPDRP system automatically. Copy of sundry and RAPDRP ID placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing. Now to come on next date of hearing on 06.10.2021.

**(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)

Case No. DH/CGRF-	3677/2021
Date of Institution:	26.07.2021
Date of Hearing:	07.09.2021

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

Present:

Er. Sanjeev Chopra	Chairperson (Through VC)
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical (Through VC)

In the matter of complaint of Sh. Rajkumar, Hansi, Hisar regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Rajkumar, Hansi has an electricity connection bearing account no. 5090500000 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 07.09.2021 at Hisar for hearing of the case.

Proceedings were held on 07.09.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide No. 1619 dated 06.09.2021 stating therein that arrear of subsidy upto July 2021 has been sent to CBO and it was approved also, will be reflected in his next bill. He further added that provision for subsidy from August 2021 onwards shall be paid through RAPDRP system automatically. Copy of sundry and RAPDRP ID placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing. Now to come on next date of hearing on 06.10.2021.

**(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)

Case No. DH/CGRF-	3678/2021
Date of Institution:	26.07.2021
Date of Hearing:	07.09.2021

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

Present:

Er. Sanjeev Chopra	Chairperson (Through VC)
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical (Through VC)

In the matter of complaint of Sh. Rajender Kumar, 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

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Rajender Kumar, Hansi has an electricity connection bearing account no. 8069222222 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 07.09.2021 at Hisar for hearing of the case.

Proceedings were held on 07.09.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide No. 1625 dated 06.09.2021 stating therein that arrear of subsidy upto July 2021 has been sent to CBO and it was approved also, will be reflected in his next bill. He further added that provision for subsidy from August 2021 onwards shall be paid through RAPDRP system automatically. Copy of sundry and RAPDRP ID placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing. Now to come on next date of hearing on 06.10.2021.

**(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)

Case No. DH/CGRF-	3683/2021
Date of Institution:	26.07.2021
Date of Hearing:	07.09.2021

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

Present:

Er. Sanjeev Chopra	Chairperson (Through VC)
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical (Through VC)

In the matter of complaint of Smt. Suman, Indra Colony, Hansi, Hisar regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Smt. Suman, Indra Colony, Hansi, Hisar, has an electricity connection bearing account no. 2982072615 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 her unit falls in C Block Category and as per Nigam sales circular no. D7/2019, she is entitled for power subsidy of Rs.2/- per unit from 1.11.2018 to date, which is not being granted despite requests. She further requested that the interest on ACD has also not been given since the date of connection to date. She has requested the Forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 07.09.2021 at Hisar for hearing of the case.

Proceedings were held on 07.09.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide No. 1622 dated 06.09.2021 stating therein that arrear of subsidy upto July 2021 has been sent to CBO and it was approved also, will be reflected in his next bill. He further added that provision for subsidy from August 2021 onwards shall be paid through RAPDRP system automatically. Copy of sundry and RAPDRP ID placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing. Now to come on next date of hearing on 06.10.2021.

**(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)

Case No. DH/CGRF-	3684/2021
Date of Institution:	26.07.2021
Date of Hearing:	07.09.2021

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

Present:

Er. Sanjeev Chopra	Chairperson (Through VC)
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical (Through VC)

In the matter of complaint of Smt. Suman Singla, Indira 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

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Smt. Suman Singla, Indira Colony, Hansi, has an electricity connection bearing account no. 0162705637 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 her unit falls in C Block Category and as per Nigam sales circular no. D7/2019, she is entitled for power subsidy of Rs.2/- per unit from 01.11.2018 to date, which is not being granted despite requests. She further requested that the interest on ACD has also not been given since the date of connection to date. She has requested the Forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 07.09.2021 at Hisar for hearing of the case.

Proceedings were held on 07.09.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide No. 1623 dated 06.09.2021 stating therein that arrear of subsidy upto July 2021 has been sent to CBO and it was approved also, will be reflected in his next bill. He further added that provision for subsidy from August 2021 onwards shall be paid through RAPDRP system automatically. Copy of sundry and RAPDRP ID placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing. Now to come on next date of hearing on 06.10.2021.

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

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

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

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3561/ 2021
DATE OF INSTITUTION	27.04.2021
DATES OF HEARING	07.05.2021, 04.06.2021, 06.07.2021, 05.08.2021&07.09.21

**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, 20M.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. 7297dated 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.

Proceedings were held at Hisar on.05.08.2021. Both complainant and respondent SDO were present. Respondent SDO did not submit his reply however he informed that matter has already been taken with Xen M&P,DHBVN, Hisar and report awaited as yet. As per telephonic talk the XEN/M&P DHBVN Hisar he informed that he would reply within a week's time. Forum directed SDO to furnish his reply along with investigation report and XEN/M&P opinion well before next date of hearing.

Proceedings were held at Hisar on.07.09.2021. Both complainant and respondent SDO were present. Respondent SDO did not submit his reply however he informed that matter has already been taken with Xen M&P,DHBVN, Hisar and report awaited as yet. As per telephonic talk with XEN/M&P DHBVN Hisar he informed that he would reply within a week's time & it would be great help to conclude, if respondent SDO can provide sample meter of same make as installed at the complainants premises. Forum directed SDO to search the meter of same make and provided to Xen M&P within weeks time and furnish his reply along with investigation report and XEN/M&P opinion well before next date of hearing. Now to come on next date of hearing on 06.10.2021.

**(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)

Case No. DH/CGRF-	3590/2021
Date of Institution:	17.06.2021
Date of Hearing:	06.07.2021, 05.08.2021, 07.09.2021

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

Present:

Er. Sanjeev Chopra	Chairperson (Through VC)
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical (Through VC)

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

For the Respondent: Representative of 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.

Proceedings were held on 05.08.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO did not submit his reply. However ticket has been raised to RAPDRP for the grant of subsidy from current month to onwards. Copy placed on record and during hearing he ensured that case ID alongwith sundry details for the arrear upto August 2021 will be sent to CBO within a week. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing.

Proceedings were held on 07.09.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide No. 1617 dated 06.09.2021 stating therein that arrear of subsidy upto July 2021 has been sent to CBO and it was approved also, will be reflected in his next bill. He further added that provision for subsidy from August 2021 onwards shall be paid through RAPDRP system automatically. Copy of sundry and RAPDRP ID placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing. Now to come on next date of hearing on 06.10.2021.

**(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)**

Case No. DH/CGRF-	3591/2021
Date of Institution:	17.06.2021
Date of Hearing:	06.07.2021, 05.08.2021, 07.09.2021

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

Present:

Er. Sanjeev Chopra	Chairperson (Through VC)
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical (Through VC)

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

For the Respondent: Representative of 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 thecomplaint.

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.

Proceedings were held on 05.08.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO did not submit his reply. However ticket has been raised to RAPDRP for the grant of subsidy from current month to onwards. Copy placed on record and during hearing he ensured that case ID alongwith sundry details for the arrear upto August 2021 will be sent to CBO within weeks time. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing.

Proceedings were held on 07.09.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide No. 1620 dated 06.09.2021 stating therein that arrear of subsidy upto July 2021 has been sent to CBO and it was approved also, will be reflected in his next bill. He further added that provision for subsidy from August 2021 onwards shall be paid through RAPDRP system automatically. Copy of sundry and RAPDRP ID placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing. Now to come on next date of hearing on 06.10.2021.

**(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)

Case No. DH/CGRF-	3592/2021
Date of Institution:	17.06.2021
Date of Hearing:	06.07.2021, 05.08.2021, 07.09.2021

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

Present:

Er. Sanjeev Chopra	Chairperson (Through VC)
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical (Through VC)

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

For the Respondent: Representative of 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.1137 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.


Proceedings were held on 05.08.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO did not submit his reply. However ticket has been raised to RAPDRP for the grant of subsidy from current month to onwards. Copy placed on record and during hearing he ensured that case ID alongwith sundry details for the arrear upto August 2021 will be sent to CBO within a week's time. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing.

Proceedings were held on 07.09.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide No. 1616 dated 06.09.2021 stating therein that arrear of subsidy upto July 2021 has been sent to CBO and it was approved also, will be reflected in his next bill. He further added that provision for subsidy from August 2021 onwards shall be paid through RAPDRP system automatically. Copy of sundry and RAPDRP ID placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing. Now to come on next date of hearing on 06.10.2021.

**(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)
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Case No. DH/CGRF-	3593/2021
Date of Institution:	18.06.2021
Date of Hearing:	06.07.2021, 05.08.2021, 07.09.2021

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

Present:

Er. Sanjeev Chopra	Chairperson (Through VC)
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical (Through VC)

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

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Pardeep S/O Sh. Ram Niwas, 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.1138 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.


Proceedings were held on 05.08.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO did not submit his reply. However ticket has been raised to RAPDRP for the grant of subsidy from current month to onwards. Copy placed on record and during hearing he ensured that case ID alongwith sundry details for the arrear upto August 2021 will be sent to CBO within a week. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded well before the next date of hearing.

Proceedings were held on 07.09.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide No. 1618 dated 06.09.2021 stating therein that arrear of subsidy upto July 2021 has been sent to CBO and it was approved also, will be reflected in his next bill. He further added that provision for subsidy from August 2021 onwards shall be paid through RAPDRP system automatically. Copy of sundry and RAPDRP ID placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing. Now to come on next date of hearing on 06.10.2021.

**(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)
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Case No. DH/CGRF-	3594/2021
Date of Institution:	18.06.2021
Date of Hearing:	06.07.2021, 05.08.2021, 07.09.2021

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

Present:

Er. Sanjeev Chopra	Chairperson (Through VC)
Naresh Kumar Mehta	Member Accounts
Manoj Yadav	Member Technical (Through VC)

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

For the Respondent: Representative of 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.

Proceedings were held on 05.08.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO did not submit his reply. However ticket has been raised to RAPDRP for the grant of subsidy from current month to onwards. Copy placed on record and during hearing he ensured that case ID alongwith sundry details for the arrear upto August 2021 will be sent to CBO within a week's time. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded well before the next date of hearing.

Proceedings were held on 07.09.2021 at Hisar. Representative of complainant and respondent SDO were present. SDO submitted his reply vide


No. 1621 dated 06.09.2021 stating therein that arrear of subsidy upto July 2021 has been sent to CBO and it was approved also, will be reflected in his next bill. He further added that provision for subsidy from August 2021 onwards shall be paid through RAPDRP system automatically. Copy of sundry and RAPDRP ID placed on record. Forum directed respondent SDO to follow up the matter personally by visiting CBO/RAPDRP office to get the amount of power subsidy refunded before the next date of hearing. Now to come on next date of hearing on 06.10.2021.

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

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

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



	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES          DAKSHIN HARYANA BIJLI VITRAN NIGAM          HETRI, SECTOR 16, IDC AREA, GURUGRAM          website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3660 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	05.08.2021 & 07.09.2021

**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. G.K, Nandan, M/s Indus Tower Ltd. Mirzapur Hisar, Camp at H. No. 1235 Sector-26 Panchkula regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OPDivn.No. II, DHBVN, Hisar  
 SDO/OP Sub Divn Satrod, DHBVN, Hisar

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO

### **Interim Order**

Sh. G.K, Nandan, M/s Indus Tower Ltd. Mirzapur Hisar, Camp at H. No. 1235 Sector-26 Panchkula has an electricity connection bearing account no. H21-BB-21-1726Y under SDO (OP) Sub Divn. Satrod DHBVN, Hisar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he received bill for the month of June 2019 showing sundry charges of Rs.124520/- though he had been paying his bills regularly. During visit in the respondent office he came to know that Rs. 74100/- has been charged as penalty for extension of load  $18 \times 6 = 108$  kw against the sanctioned load of 13KW the capacity of DTF has installed is 25KVA the amount was charged as per half margin No. 06/02 dated 07.07.2017. He approached many times in the office of respondent's office for waiving of said amount since it is not possible at all that MDI would reach 108 KW, when the supply is fed to DTF of 25 KVA 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 05.08.2021 at Hisar for hearing of the case.

Proceedings were held at Hisar on 05.08.2021. Both representative of complainant and respondent SDO were present. Respondent SDO did not submit his reply however he requested for next date for furnishing his detailed reply. During hearing the representative of the complainant informed that he had earlier lodged a complaint with the CGRF in the said case and the CGRF had decided the case in his favour but respondent SDO did not comply with as yet. Forum directed to respondent SDO to furnish his detailed reply as assured alongwith the status of earlier case as filed by the complainant. Complainant was also directed to submit the earlier decision of the forum in the said case.

Proceedings were held at Hisar on 07.09.2021. Complainant was not present but respondent SDO was present. Respondent SDO did not submit his reply and requested for next date for furnishing his detailed reply. Forum directed to respondent SDO to furnish his detailed reply along with consumption as well as reading sheet including MDI for the last 3 year of old meter and up to date in

respect of present meter. Complainant was also directed to appear before the Forum on next date otherwise case will be decided on merits on the basis of available record.. Now to come on next date of hearing on 06.10.2021.

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

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

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

