

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3204 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	22.10.2020, 23.11.2020, 24.12.2020, 25.01.2021, 24.02.2021, 24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Surender Kumar S/o Sh. Chander Shekhar, Moti Nagar, Narnaul regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Surender Kumar S/o Sh. Chander Shekhar, Moti Nagar, Narnaul has been the consumer of DHBVN bearing account no. 4037600000 under SDO (OP) City S/Divn., Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his meter was replaced with new one on 8.12.2018 but since the replacement of meter, bill had been issued on the basis of old meter reading. On 31.1.2020, he applied for permanent disconnection and the same was effected on the same date but till date, bills were being issued. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 22.10.2020 at Rewari for hearing of the case.

Proceedings were held on 22.10.2020 at Rewari. The complainant was present but none from respondent SDO was present. However, respondent SDO informed telephonically that the complaint of the complainant was genuine and assured for resolution very soon. Complainant was present who stated that he was ready to pay genuine outstanding dues on issuance of the correct bill. Forum directed respondent SDO to take action as assured.

Proceedings were held on 23.11.2020 at Rewari. Neither the complainant nor the respondent SDO were present. Non appearance of respondent SDO during last two hearings is viewed seriously. Forum directed respondent SDO to take action as assured telephonically and come on next date of hearing personally to apprise facts to the Forum.

Proceedings were held on 24.12.2020 at Rewari. Neither the complainant nor the respondent SDO were present. However, informed telephonically that issue is pending with CBO Hisar. Non appearance of respondent SDO during last three hearings was viewed seriously. Forum directed respondent SDO to take action as assured telephonically and come on next date of hearing personally to apprise facts to the Forum.

Proceedings were held on 25.01.2021 at Rewari. Complainant was not present but respondent SDO was present. Respondent SDO replied vide no. 1475 dated 25.1.2021 stating therein that the case sent to CBO for updating MCO under "no record found cases". CBO effected MCO w.e.f. 21.08.2020, which was wrong, as such, case again sent to CBO vide case ID No.3862319178 to change MCO date from 14.08.2020 to 8.12.2018 which is pending as yet. Forum directed respondent SDO to take up the

matter personally with CBO to update the actual date of MCO and overhaul the account accordingly.

Proceedings were held on 24.2.2021 at Rewari. Neither the complainant nor the respondent SDO was present. Respondent SDO telephonically requested for another date due to visit of Power Minister, GoH. Also informed that the case of the complainant was still pending with CBO. Forum directed respondent SDO to take up the matter personally with CBO and overhaul the account accordingly.

Proceedings were held on 24.3.2021 at Rewari. Complainant was not present but representative of respondent SDO was present. Respondent SDO submitted his reply vide no. 1925 dated 22.03.21 stating that case was still pending with CBO. Reply was not satisfactory. Forum directed respondent SDO to take up the matter personally with CBO and overhaul the account accordingly otherwise punitive action shall be recommended. Now to come up on next date of hearing on 20.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Complainant was not present but SDO was present. Respondent SDO did not submit his reply but told that case was still pending with CBO. Reply was not satisfactory. Forum viewed it very seriously and directed SDO to take up the matter personally with CBO and overhaul the account accordingly otherwise punitive action shall be recommended. Now to come up on next date of hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON



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

HETRI, SCETOR 16, IDC AREA, GURUGRAM
(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3257 / 2020
DATE OF INSTITUTION	23.10.2020
DATES OF HEARING	23.11.2020, 24.12.2020, 25.01.2021, 24.02.2021, 24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Basti Ram S/o Sh. Bhoop Singh Village Janti, Post Jant, Tehsil & Distt. Rewari regarding replacement of old & deteriorated Poles and lines

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Riwari.
SDO (OP)Sub Urban S/Divn., DHBVN, Riwari

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

INTERIM ORDER

Sh Basti Ram S/o Sh. Bhoop Singh Village Janti, Post Jant, Tehsil & Distt. Rewari is consumer of DHBVN bearing account no. Kh51-659A & Kh-51-0173A under SDO (OP) Sub Urban S/Divn., Riwari. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that he has a tubewell connection in his name, around 40 years old but the poles and lines are in very deteriorated conditions that need replacement to avoid any accident. He approached the Respondent office/Xen/SE office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 23.11.2020 at Rewari for hearing of the case.

Proceedings were held on 23.11.2020 at Rewari. Both complainant and respondent SDO were present. Respondent SDO did not submit reply but he assured that grievance of the complainant would be resolved within next 20 days as the estimate of said work has already been framed. Forum directed the respondent SDO for compliances as assured and submit his reply on next date.

Proceedings were held on 24.12.2020 at Rewari. Both complainant and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 4330 dated 24.12.2020 stating that the estimate bearing no. SVR-344/2020-21 has been approved and SJO No.28/3495 dated 9.12.2020 has also been handed over to the area in-charge named Sh. Karam Singh, JE. The work will be executed very soon on availability of labor. Complainant argued that respondent SDO is delaying the work for one or other reason. Forum directed the respondent SDO to visit the site personally in the presence of the complainant and compliances be reported to the Forum within seven days thereafter.

Proceedings were held on 25.01.2021 at Rewari. Both complainant and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 285 dated 25.01.2021 stating that cable was straightened through using the channel and stay was also mounted on H pole. Complainant was not satisfied. He showed the Video of site before and after the maintenance of his site. Forum directed the respondent Xen. to visit the site personally in the presence of the complainant and detailed report be reported to the Forum within fifteen days.

Proceedings were held on 24.2.2021 at Rewari. Representative of both complainant and respondent SDO were present. Respondent XEN was also present who requested for another date to submit detailed report as he had joined his duty recently on transfer. Request allowed. Forum directed the respondent Xen. to visit the site personally in the presence of the complainant and detailed report be reported to the

Forum within fifteen days.


Proceedings were held on 24.3.2021 at Rewari. Complainant and respondent SDO were present. Respondent XEN was also present who requested for another date to submit detailed report as he had joined his duty recently on transfer. Request allowed. Forum directed the respondent Xen. to visit the site personally within one or two days in the presence of the complainant and detailed report be reported to the Forum within seven days. Now to come up on next date of hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Complainant and respondent SDO were present. Respondent XEN was also present who told that he had visited the site and had directed the SDO to do the needful. But the complainant said that nothing had been at site whereas the SDO said he had done whatever was practically possible at site. The Forum directed XEN to submit his independent report within 10 days and to personally see the work done by the SDO. SDO was also directed to see if something better could be done. SDO requested for another week to go and see it again. Now to come up on next date of hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3443 / 2021
DATE OF INSTITUTION	19.02.2021
DATES OF HEARING	24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Dheeraj Garg of M/S Balaji Timber Stores, Narnaul regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh. Dheeraj Garg of M/S Balaji Timber Store, Narnaul is consumer of DHBVN bearing account no. 4045133333 under SDO (OP) City S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that around 2 years back, he had received a fictitious bill of Rs. 66 lacs. On his pursuance, the bill was later corrected but while calculating ACD on the basis of previous consumption, the system took into account the fictitious bill also and erroneously charged Rs. 14 lacs as the ACD to be deposited. Since the wrong ACD was placed in the bill itself, a surcharge was also getting levied every month. In addition, his firm was also eligible for a subsidy of Rs. 2/- per unit since 01.11.2018 which was not being given to him as per law. He approached the Respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 1926 dated 22.03.2021 stating that BR – 1 has been created having an ID no. 7580380982 for withdrawal of the wrong ACD amount and its overhauling. Regarding the subsidy issue raised by the complainant, the Forum observed that the complainant has not so far provided any request or proof in support of his claim. The Forum directed the complainant to submit all necessary papers in that regard to the SDO for processing it further and the SDO was directed to entertain the claim on the basis of proof and papers so submitted by the complainant. Also, so far as withdrawal of wrong ACD and overhauling of account is concerned, the SDO should take up the matter personally with CBO to get the grievance redressed within next 15 days. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021. SDO did not submit any reply. Complainant was not present. The Forum viewed very seriously the inaction on the part of SDO despite the fact that he had got so much time since the last hearing. The Forum directed SDO to take up all the issues personally with CBO and dispose of the complete matter within next 15 days, Next to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3444 / 2021
DATE OF INSTITUTION	19.02.2021
DATES OF HEARING	24.03.2021, 17.06.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Vishnu Kumar s/o Sh. Ram Avtar, Kedia wala Mandir, Behrod Road, Narnaul regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh Vishnu Kumar s/o Sh. Ram Avtar Narnaul is consumer of DHBVN bearing account no. 7109500000 under SDO (OP) City S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his bill since July 2019 has been wrong. In addition, his firm was also eligible for a subsidy of Rs. 2/- per unit since 01.11.2018 which was not being given to him as per law. He approached the respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 1922 dated 22.03.2021 stating that bills have been generated and issued on actual reading basis. The disputed amount which the complainant has raised has been charged on account of RNV meter. Copy of Lab report and current bill placed on record. On the issue of Rs. 2/- subsidy, the Forum directed the complainant to submit all necessary papers in that regard to the SDO for processing it further and the SDO was directed to entertain the claim on the basis of proof and papers so submitted by the complainant. Also, so far as period of defective meter is concerned, the SDO is directed to overhaul the account as per sales circular D-7/2020 and to provide the consumption data since July 2018 up to the date. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021. SDO submitted reply and the data as directed during the last hearing. Issue of wrong bill got resolved but the issue of subsidy of Rs. 2/- still remained unresolved. Forum directed the SDO to take up matter personally with CBO and deliver the corrected bill to the consumer within next 15 days. Next to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3472 / 2021
DATE OF INSTITUTION	08.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Laxmi Chand, Sewa Das Market, Ateli Mandi regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Narnaul
SDO (OP) City S/D, Ateli

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

SDO

INTERIM ORDER

Sh. Laxmi Chand, Sewa Das Market, Ateli Mandi is consumer of DHBVN bearing account no. 1081871000 under SDO (OP) Ateli Mandi S/D. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating his firm was eligible for a subsidy of Rs. 2/- per unit since 01.11.2018 which was not being given to him as per law. He approached the respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Complainant was not present but the respondent SDO was present. The SDO did not submit reply. He requested for another date to find out the facts and submit his reply. The Forum directed the complainant to submit all necessary papers in that regard to the SDO for processing it further and the SDO was directed to entertain the claim on the basis of proof and papers so submitted by the complainant. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Complainant was not present but representative of respondent SDO was present. The SDO did not submit reply. He requested for another date to find out the facts and submit his reply. The person deputed by SDO to defend the case. The Forum warned the SDO on phone that inaction on his part would invite penalties. The SDO assured to get the matter resolved by the next date of hearing. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3478 / 2021
DATE OF INSTITUTION	08.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Meena Devi w/o Sh. Laxmi Chand, Sewa Das Market, Ateli Mandi regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Narnaul
SDO (OP) City S/D, Ateli

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

SDO

INTERIM ORDER

Smt. Meena devi w/o Sh. Laxmi Chand, Sewa Das Market, Ateli Mandi is consumer of DHBVN bearing account no. 8057871000 under SDO (OP) Ateli Mandi S/D. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating his firm was eligible for a subsidy of Rs. 2/- per unit since 01.11.2018 which was not being given to him as per law. He approached the respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Complainant was not present but the respondent SDO was present. The SDO did not submit reply. He requested for another date to find out the facts and submit his reply. The Forum directed the complainant to submit all necessary papers in that regard to the SDO for processing it further and the SDO was directed to entertain the claim on the basis of proof and papers so submitted by the complainant. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Complainant was not present but representative of respondent SDO was present. The SDO did not submit reply. He requested for another date to find out the facts and submit his reply. The person deputed by SDO to defend the case. The Forum warned the SDO on phone that inaction on his part would invite penalties. The SDO assured to get the matter resolved by the next date of hearing. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3447 / 2021
DATE OF INSTITUTION	19.02.2021
DATES OF HEARING	24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. G K Nandan of M/S Indus towers Ltd., Bestech Business Towers, House no. 1235, Sector 26, Panchkula regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh G K Nandan of M/S Indus towers Ltd. is consumer of DHBVN bearing account nos. 1002700000 under SDO (OP) City S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating an amount of Rs. 624606/- has been charged in his bill for the month of October 2019 as sundry charges but detail of the same has not been provided. He approached the Respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 1923 dated 22.03.2021 stating that the said amount has been charged through BR – V by CBO. Copy placed on record. He requested for another date for going through the records and submission of reply. Request granted. The SDO is directed to submit detail of charging within 10 days to the complainant and also asked the complainant to go through the detail and submit his side of facts. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit any detail or the reply and requested for another date for going through the records and submission of reply. Request granted. The SDO is directed to submit detail of charging within 10 days to the complainant and also asked the complainant to go through the detail and submit his side of facts. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3490 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. G K Nandan of M/S Indus towers Ltd., Bestech Business Towers, House no. 1235, Sector 26, Panchkula regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh G K Nandan of M/S Indus towers Ltd. is consumer of DHBVN bearing account nos. NS 23 – SY 21 – 0014 under SDO (OP) S U S/D Mohindergarh. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that the respondent SDO wrongly / excess charged the energy charges for the period 4/2019 to 01/2020 and 1/2020 to 1/2021 Rs. 506810/- and Rs. 206282/- respectively. He approached the Respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 982 dated 12.03.2021 stating that Rs. 310397/- will be credited in the complainant's next bill on account of excess charging. Also, Rs. 153956/- have already been credited in the complainant's account. Copy of the reply of SDO was handed over to the complainant and was asked to check and submit his side of facts before the next date of hearing. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit any further detail or reply but apprised that whatever was due towards the complainant had been refunded. But the complainant said that no details had been provided to him and that still, there was some more amount which was refundable to him. The complainant was directed to visit the office of SDO to sort out the detail of refund already made. SDO was also directed to provide all details to the complainant and to submit his side of facts before the next date of hearing. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3456 / 2021
DATE OF INSTITUTION	05.02.2021
DATES OF HEARING	24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Kuldeep Sharma, Delhi Public School, village Jonawas, post office Dungerwas Rewari regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Dharuhera
SDO (OP) S/D, Dharuhera

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Not present

INTERIM ORDER

Sh. Kuldeep Sharma, Delhi Public School, village Jonawas, post office Dunderwas Rewari is consumer of DHBVN bearing account no. 2934381000 under SDO (OP) S/D Dharuhera. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that the bill issued for the month of 11/2020 on the basis of meter reading kWh 25532 and kVAh 22979 instead of kWh 264924 and kVAh 303487, which was wrong. He approached the Respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Neither the complainant nor the respondent SDO were present. The SDO telephonically requested for another date and also informed that rectification of the bill was already in process. The Forum directed the SDO to take up the matter personally with CBO to get the grievance redressed within next 15 days. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. The complainant as well as the respondent SDO were present. The SDO submitted reply which was not satisfactory at all. It seemed that SDO had made no efforts to resolve the matter. The Forum warned the SDO and directed him to take up the matter personally with CBO to get the grievance redressed within next 15 days. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3461 / 2021
DATE OF INSTITUTION	03.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Ram Avtar, village Kalrawas, Tehsil Bawal Rewari regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Dharuhera
SDO (OP) S/D, Bawal

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Not present

INTERIM ORDER

Sh. Ram Avtar, village Kalrawas, Tehsil Bawal Rewari is consumer of DHBVN bearing account no. NP 51 – 0017 under SDO (OP) S/D Bawal. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that on 26th May 2020, the poles of his electricity line fell down / broken due to wind storm which have not yet been replaced and that his supply is still lying disconnected and he has not been able to grow his crops. Further, that he has applied for change of name which has also not been effected by the subdivision. He approached the Respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Complainant was present but the respondent SDO was not present. The Forum viewed seriously the absence of SDO and directed him to resolve the issue and submit the report within next 15 days and ensure his presence on the next date of hearing. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.6.2021 at Rewari. Complainant as well as representative of SDO was present. The Forum observed that the needful had not yet been done and there seemed to be big mismatch between what the subdivision had been saying and what the complainant was telling. This lackluster approach of subdivision was viewed seriously. The SDO was directed to resolve the issue and submit the report within next 15 days and ensure his presence on the next date of hearing. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3463 / 2021
DATE OF INSTITUTION	03.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Amar Singh s/o Sh. Kashi Ram VPO Mastapur Rewari regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Rewari
SDO (OP) S/D, Palhawas

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh. Amar Singh s/o Sh. Kashi Ram VPO Mastapur Rewari is consumer of DHBVN bearing account no. MP 1D – 0392 - A under SDO (OP) S/D Palhawas. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating he has been regularly his bills but in the month of May / June 2020, his meter jumped and the respondent SDO issue dthe bill of Rs. 380430/- He approached the Respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Complainant and representative of respondent SDO were present. The SDO submitted reply vide memo no. 581 dated 22.03.2021 stating meter has been got checked form M&T lab Dadri and thereafter from M&T lab Gurugram. Finally, the meter has been referred to the manufacturing firm M/S Bentex New Delhi for retrieval of consumption data. Copies of M&T labs of Dadri and Gurugram and the consumption data from October 2014 to January 2021 have been placed on record. The Forum directed the SDO to pursue the matter with M/S Bentex and to get the site / premises verified for any extra load installed and to submit the report before the next date of hearing. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Complainant and representative of respondent SDO were present. The Forum directed the SDO to pursue the matter with M/S Bentex for retrieval of the reading in next 15 days and to get the site / premises verified for any extra load installed and to submit the report before the next date of hearing. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3475 / 2021
DATE OF INSTITUTION	08.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Naresh Kumar Saini s/o Sh. Kirpal Singh, Tehla ki Dhani, Tehsil and District Narnaul regarding erratic power supply.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Narnaul
SDO (OP) S U S/D, Narnaul

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

Not Present

INTERIM ORDER

Sh Naresh Kumar Saini s/o Sh. Kirpal Singh, Tehla ki Dhani, Tehsil and District Narnaul are the consumers of village Tehla ki Dhani and under SDO (OP) S U S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainants have filed the present complaint stating there are around 60 households in their village Tehla ki Dhani and the Nigam supplies electricity through 11 kV AP feeder. They have made a request to shift the supply to RDS feeder or to install PAT transformer for round the clock supply to their households. They have approached the Respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Neither the complainant nor the respondent SDO were present. The Forum viewed the absence seriously and directed the SDO to resolve the issue and submit a detailed report and of supply position during the last 6 months before the next date of hearing. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Neither the complainant nor the respondent SDO were present. The Forum viewed the absence seriously and directed the SDO to resolve the issue and submit a detailed report and of supply position during the last 6 months before the next date of hearing. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3486 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Yogender Kumar s/o Sh. Umed Singh Khayra district Mohindergarh regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh Yogender Kumar s/o Sh. Umed Singh Khayra district Mohindergarh is consumer of DHBVN bearing account no. CT 51 – 0034 under OP) City S/D Mohindergarh. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that respondent Nigam has been issuing the bills on average basis w.e.f. 2007 up to 2017 on the basis of average of last 11 months i.e. from 1/2006 to 11/2006 instead of 12 months i.e. from 12/2005 to 11/2006. Also, that he has applied for a new connection under domestic category for supply of water to nearby residents which has been denied by the Nigam on the grounds that it falls under Industrial category and not DS category. He approached the Respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 4590 dated 18.03.2021 stating that bills of the complainant have been overhauled on the basis of 11 months because the consumption for last 12 months was not available in the office record. The complainant on the contrary argued that the office did have the record of 12 months a copy of which he had obtained under RTI. The Forum directed the complainant to provide any such record in his possession of the period prior to January 2006 to the subdivision for them to see and act accordingly. The SDO was also directed to check up the record so made available by the complainant, to authenticate it and to overhaul the account on the basis of 12 month consumption instead of 11 months and to submit the overhauled account to the Forum before the next date of hearing. Regarding the claim of the complainant to get the connection for water supply under DS category, the Forum observed that demand of the complainant was not justified and tenable. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Complainant as well as the respondent SDO were present. The SDO did not come with any record or further detail. The complainant also had nothing to submit in addition to what he had already submitted. The Forum directed the complainant to visit subdivision within a week time and also directed the SDO to provide him a detailed and speaking reply withing next 10 days. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3492 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Ansal Housing & Construction Ltd., Ansal Plaza Mall, 2nd Floor, Sector 1, Vaishali, Ghaziabad regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Rewari
SDO (OP) S U S/D, Rewari

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

M/S Ansal Housing & Construction Ltd., Ansal Plaza Mall, 2nd Floor, Sector 1, Vaishali, Ghaziabad are consumers of DHBVN bearing account no. 5917133333 under SDO (OP) City S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that an amount of Rs. 617520/- has been charged as sundry charges by the Nigam in the bill issued for the month of September 2018 but the detail of this charging has not been provided to them despite best efforts. They have approached the Respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit reply but argued verbally that the charges so levied through sundry actually pertained to the difference of reference meter consumption with the sum total of all the individual meters installed in their property. The Forum directed the SDO to submit the complete detail of charging with a copy to the complainant along with copy of relevant of sales circular within 10 working days. The complainant was also directed to go through the details so provided by the SDO and to come up with their version on the next date of hearing. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit reply. The complainant told that no details of charging have been provided to them for analysis by their company. The SDO was directed to submit complete details of the charged amount to the complainant. The complainant was also asked to visit the subdivision on any working day and file objections, if any, on the details provided by the subdivision. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3503 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	24.03.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Satya Prakash s/o Sh. Banwari Lal, resident of village Nangal, district Mohindergarh regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Narnaul
SDO (OP) Ateli S/D, Narnaul

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh Satya Prakash s/o Sh. Banwari Lal, resident of village Nangal, district Mohindergarh is consumer of DHBVN bearing account no. TJDS – 0115 A under SDO (OP) Ateli S/D under Narnaul division. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that the bill issued during July 2020 showing 5681 units as consumed for an amount of Rs. 43020/- was abnormally high and which could be due to meter jump. He approached the Respondent SDO office for resolution of his grievance but no action has been taken so far. He requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.03.2020 at Rewari for hearing of the case.


Proceedings were held on 24.3.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit reply and requested for another date. The Forum directed the SDO to submit the meter test report along with retrieval of reading / tampering details, if any, and the consumption data of last three years up to date before the next date of hearing. No coercive action to be taken by the Nigam till the final decision of the case. The complainant is also directed to keep paying the current bills without fail. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Complainant and a representative of respondent SDO were present. The SDO did not submit reply. The Forum directed the SDO to submit the meter test report along with retrieval of reading / tampering details, if any, and the consumption data of last three years up to date before the next date of hearing. No coercive action to be taken by the Nigam till the final decision of the case. The complainant was directed to visit the subdivision in next 3 days to check the record of subdivision and report back if there were any objections / reservations before the next date of hearing. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3526 / 2021
DATE OF INSTITUTION	24.03.2021
DATES OF HEARING	17.06.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Gupta Marble and Minerals, Nizampur Road, Narnaul regarding wrong billing and excess charging. Owner Mr. Ajay Kumar Gupta

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh. Ajay Kumar Gupta of M/S Gupta Marble and Minerals, Nizampur Road, Narnaul is consumer of DHBVN bearing account nos. 3301800000 under SDO (OP) City S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has a connection of 49 kW under LT Industrial category but he has following grievances which have not been resolved by the subdivision despite constant persuasion:

- i) Billing should be restored on the basis of kWh instead of kVAh and excess amount so charged should be refunded
- ii) He has not been paid any interest on the ACD deposited with DHBVN and also, no ACD is shown in the bill
- iii) In the meter, facility of automatic reset is not there due to which he had to pay extra in several bills


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 17.06.2021 at Rewari for hearing of the case.

Proceedings were held on 17.06.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit any reply nor he was aware of the factual position viz.-a-viz. issues raised in the complaint. He requested for another date for going through the records and submission of reply. Request granted. The SDO is directed to submit the detailed reply within 15 days to the complainant and also asked the complainant to go through the detail and submit his side of facts. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3522 / 2021
DATE OF INSTITUTION	24.03.2021
DATES OF HEARING	17.06.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Mr. Ajay Kumar Gupta of M/S Gupta Marble and Minerals,
Nizampur Road, Narnaul regarding wrong billing and excess charging.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh. Ajay Kumar Gupta of M/S Gupta Marble and Minerals, Nizampur Road, Narnaul is consumer of DHBVN bearing account nos. 6515311111 under SDO (OP) City S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has a connection of 100 kW under HT Industrial category but he has following grievances which have not been resolved by the subdivision despite constant persuasion:

“That on the basis of M&P checking, an exorbitant amount has been charged by the Nigam on the basis of 33% slowness of the meter whereas in the other previous checking by M&P and the subdivision, the meter had been shown working in order. So the charging was totally baseless and wrong and needed to be withdrawn.

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 17.06.2021 at Rewari for hearing of the case.

Proceedings were held on 17.06.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit any reply but he showed copies of all the checking reports of M&P as well as his own office staff. But the complainant disagreed and said that his consumption pattern would prove that the meter had not gone slow. The SDO was asked to go through the records and submit detailed reply to the Forum with a copy to the complainant. The SDO was also asked to take up the matter with XEN M&P Bhiwani for deputing the concerned SDO to explain the status of checking reports in question. Now to come up for hearing on 20.07.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON