	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, 23.07.2021, 22.08.2021, 22.09.2021, 18.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
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) S/U S/D Rewari. 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.

Proceedings were held on 23.07.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 2230 dated 23.07.2021 and requested for another date. The complainant told that details of charging have not 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 SDO was also directed to place on record latest by 10.08.2021

the difference between single point meter reading at the substation end and the sum of individual meters of consumers and the dates on which these readings had actually been taken with a copy to the complainant. Now to come up for hearing on 19.08.2021.

Proceedings were held on 22.08.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 2580 dated 18.08.2021 and submitted copy of the July 2016 Regulation and some data of the complainant's meter. The Forum observed that the data supplied was irrelevant so far the main issued involved was concerned. The Forum directed the SDO to do an exercise whereby reading of the substation / consumer end meter and the readings of individual meters and to submit a comprehensive report on the matter by next date of hearing. Now to come up for hearing on 22.09.2021.


Proceedings were held on 22.09.2021 at Rewari. Complainant and respondent SDO were present. The Forum had directed the SDO on the last date of hearing to do an exercise whereby reading of the substation / consumer end meter and the readings of individual meters are taken simultaneously and to submit a comprehensive report on the matter by next date of hearing. SDO submitted a report Copy of the report was also handed over to the complainant. Counsel of the complainant connected on phone and requested for another date for arguments as he was out of station. Now to come up for arguments on the next date hearing on 18.10.2021.

Proceedings were held on 18.10.2021 at Rewari. Complainant and respondent SDO were present. The counsel for complainant argued that their connection did not fall under the single point supply because the Nigam had released individual connections to the residents. Therefore, there was no question of charging the difference in consumption if it was more than 4% when compared to the reference meter. The SDO on the other hand submitted that charging of difference was written in the sanction letter itself when the load had been sanctioned. The Forum directed the SDO to place on record copy of the sanctioned letter and other conditions, including copy of agreement, if signed with the complainant, so that the provisions thereof can be discussed and argued upon on the next date of hearing. Now to come up for arguments on the next date hearing on 22.11.2021.

PRADEEP LOHAN
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 / 3572 / 2021
DATE OF INSTITUTION	08.06.2021
DATES OF HEARING	23.07.2021, 22.08.2021, 22.09.2021, 18.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Mr. Ram Pal Singh, village Aulant, PO Buroli, Rewari regarding wrong billing and excess charging.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh. Ram pal Singh, village Aulant, PO Buroli, Rewari is consumer of DHBVN bearing account nos. AUG 226 and DAG 320 under SDO (OP) Buroli S/D. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his father had the above two nos. tube well connections which had been disconnected on account of non-payment in the year 1990 after his father died in 1989. After that in 1996, government had brought a scheme vide which if the consumers deposited the bills pending since long, the disconnected connections would be restored. That he had deposited the due amount as per scheme but till date his connections have not been reconnected. He had been approaching the office of SDO regular since then but no action has been taken by the Nigam. Therefore he requests the Forum to resolve the issues.

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 20.07.2021 at Rewari for hearing of the case.

Proceedings were held on 23.07.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit but told that the case was very old and not fit for hearing after a gap of more than 20 years. The Forum asked the SDO to verify the facts placed on record by the complainant and submit detailed reply by the next date of hearing. Also, both the parties to come prepared for detailed arguments on the next date of hearing. Now to come up for hearing on 19.08.2021.

Proceedings were held on 22.08.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit any reply but told that the necessary documents, as demanded from the complainant have not been submitted by the complainant. Also, that the case was very old and not fit for hearing after a gap of more than 20 years. The complainant told that whatever documents had been asked for had been submitted. The Forum asked the SDO to verify the facts placed on record by the complainant and submit detailed reply by the next date of hearing after obtaining necessary pending documents from the complainant. Now to come up for hearing on 22.08.2021.

Proceedings were held on 22.09.2021 at Rewari. Complainant and respondent SDO were present. The Forum had asked SDO to verify the facts placed on record by the complainant and submit detailed reply by the next date


of hearing after obtaining necessary pending documents from the complainant. The SDO requested for another date for submission of reply. Now to come up for hearing on 18.10.2021.

Proceedings were held on 18.10.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no.1498 dated 18.10.2021 stating that there was nothing traceable in record because the disconnection had been made in 1991 and it was almost 30 years since then. The Forum also observed that there was no merit in the complaint but still decided to give another opportunity to the complainant to submit any relevant papers in that record. Now to come up for hearing on 22.11.2021.

PRADEEP LOHAN
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 / 3576 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	23.07.2021, 22.08.2021, 22.09.2021, 18.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Pashupati Spinning & Weaving Mills Ltd., Dharuhera regarding 'poor and erratic power supply causing losses to them

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

M/S Pashupati Spinning & Weaving Mills, Dharuhera are consumer of DHBVN bearing account no. 9380481000 under SDO (OP) Dharuhera S/D. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that the office of SDO Dharuhera has not been giving them a quality and uninterrupted supply and because of frequent outages every day, they were incurring losses and therefore wanted the Forum to direct the Nigam to maintain / upgrade the system as required and provide them with good quality power supply. Also, that SDO Dharuhera should come out with a plan to strengthen the distribution network and to ensure good quality power henceforth. Also, that the Forum should award compensation and damages to them for poor power supply.

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 20.07.2021 at Rewari for hearing of the case.

Proceedings were held on 23.07.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit any reply but apprised that he would check up with the system running hours and would submit detailed reply by the next date. Copy of the complaint was provided to the SDO and he was advised by the Forum to give detailed reply latest by 10th August 2021 with a copy to the complainant so that detailed arguments can be held on the next date of hearing. Now to come up for hearing on 19.08.2021.

Proceedings were held on 22.08.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit any reply but apprised that he would check up with the system running hours and would submit detailed reply by the next date. Copy of the complaint had been provided to the SDO on the last hearing. The Forum advised SDO to give detailed reply latest by 15th September 2021 with a copy to the complainant so that detailed arguments can be held on the next date of hearing. Now to come up for hearing on 22.09.2021.


Proceedings were held on 22.09.2021 at Rewari. Complainant was present but the SDO was not present. The complainant apprised that there has been a considerable improvement in the supply position but the issues raised in their complaint have not yet been redressed. The Forum again advised SDO to give detailed reply by the next date of hearing. Now to come up for hearing on 18.10.2021.

Proceedings were held on 18.10.2021 at Rewari. Complainant as well as the SDO was present. The complainant placed on record the supply disruption details and the hours of outage. Similar detail was also placed on record by the SDO vide memo no. 2183 dated 17.10.2021 along with the single line diagram. The Forum observed that there was difference between the two details of power outages. The Forum also observed that the single line diagram was lacking some basic technical principles and suggested some remedial measures which the SDO should have taken on his own. The Forum observed that the SDO had not put in enough efforts to redress the problem of frequent failures. The Forum again advised SDO to make serious efforts to resolve the issue and submit point wise reply to the issues raised in the complaint and also to submit point wise plan to improve the power supply hours. Now to come up for hearing on 22.112021.

PRADEEP LOHAN
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 / 3805 / 2021
DATE OF INSTITUTION	14.10.2021
DATES OF HEARING	18.10.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PRADEEP LOHAN	MEMBER ACCOUNTS (VC)
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Indian Oil Corporation Limited, VPO Karnawas, Bawal Road, Rewari regarding non-refund of dues

.....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 Indian Oil Corporation Limited, village Karnawas, Bawal Road, Rewari, is a consumer of DHBVN under Suburban S/division Rewari having an account no. N-33 REHT – 0012. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint mentioning 3 nos. issues:

- i) In the bills for the months of May and June 2021, the fixed charges have been levied as Rs. 170/- per kW whereas the charges have been revised as Rs. 165/- Despite persuasion, the difference has not been refunded / adjusted in the bills
- ii) An ACD of Rs. 8623838/- stands deposited with the DHBVN. But neither the interest has been paid as per bank rates nor it has been paid in April every year as mandated by the HERC regulations. That it should now be paid along with penal interest.
- iii) That the bill generated in September 2021 was for 2 months but when the bill paid in August 2021 was deducted, the surcharge amount was not deducted.

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 18.10.2021 at Rewari for hearing of the case.

Proceedings were held on 18.10.2021 at Rewari. Complainant as well as the SDO was present. The SDO submitted reply vide memo no. 3012 dated 18.10.2021 stating that the corrections have been referred to CBO and that these would be reflected in the next billing cycle. Copy of the reply was also given to complainant. The complainant apprised that all the issues involved in this case were not covered in the reply. The Forum directed the SDO to go through the issues involved in the complaint and submit point wise reply by the next date of hearing. Now to come up for hearing on 22.11.2021.

PRADEEP LOHAN
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

