	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 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 NUMBER	DH / CGRF / 3443 / 2021
DATE OF INSTITUTION	19.02.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 23.07.2021. SDO submitted reply vide memo no. 506 dated 23.07.2021 stating that the case for refund and levying of Rs. 2/- as subsidy has been resolved and will be effected from the next bill. But so far as the issue of wrong charged ACD was concerned, the matter is pending with CBO. The Forum directed SDO to take up ACD issue personally with CBO and dispose of the complete matter within next 15 days, Next to come up for hearing on 19.08.2021.

Proceedings were held on 22.08.2021. SDO submitted reply vide memo no. 712 dated 19.08.2021 stating that the case for refund and levying of Rs. 2/- as subsidy has been resolved and that the arrear of subsidy would also be resolved within a day. But so far as ACD adjustment was concerned, the case was still pending with CBO and would take another around 15 days to get the amount corrected. The Forum directed SDO to take up the ACD issue personally with CBO and dispose of the complete matter within next 15 days, Next to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 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 NUMBER	DH / CGRF / 3444 / 2021
DATE OF INSTITUTION	19.02.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 23.07.2021. SDO submitted reply vide memo no. 505 dated 23.07.2021 stating that issue of Rs. 2/- subsidy has been resolved and would be effected from the next billing cycle. But so far as the wrong billing dispute was concerned, the Forum directed the SDO to place on record the consumption data of the last 2 years before July 2019 and of one year after that. Next to come up for hearing on 19.08.2021.

Proceedings were held on 22.08.2021. SDO submitted reply vide memo no. 710 dated 22.08.2021 stating that issue of Rs. 2/- subsidy including the arrear had been resolved and would be effected from the next billing cycle. The SDO also placed on record the billing data from January 2018 to August 2021. The Forum observed at some occasions, the kWH reading was more than kVAh reading which was not practically possible. Therefore, the Forum directed the SDO to analyze the data in consultation with concerned M&P wing and submit a written report on the matter. Next to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 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 NUMBER	DH / CGRF / 3472 / 2021
DATE OF INSTITUTION	08.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 23.07.2021 at Rewari. Complainant was not present but representative of respondent SDO was present. The SDO submitted reply vide memo no. 662 dated 19.07.2021 stating that the case for Rs. 2/- subsidy had been sent to CBO but it was pending there for approval. The SDO was directed to personally take up the matter with CBO to get the matter resolved by 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 was not present but representative of respondent SDO was present. The SDO did not submit any fresh reply but apprised that case for Rs. 2/- subsidy had been sent to



CBO but it was still pending there for approval. The SDO was again directed to personally take up the matter with CBO personally to get the matter resolved by the next date of hearing. Now to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 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 NUMBER	DH / CGRF / 3478 / 2021
DATE OF INSTITUTION	08.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.


Proceedings were held on 23.07.2021 at Rewari. Complainant was not present but representative of respondent SDO was present. The SDO submitted reply vide memo no. 662 dated 19.07.2021 stating that the case for Rs. 2/- subsidy had been sent to CBO but it was pending there for approval. The SDO was directed to personally take up the matter with CBO to get the matter resolved by 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 was not present but representative of respondent SDO was present. The SDO did not submit any fresh reply but apprised that case for Rs. 2/- subsidy had been sent to

CBO but it was still pending there for approval. The SDO was again directed to personally take up the matter with CBO personally to get the matter resolved by the next date of hearing. Now to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 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 NUMBER	DH / CGRF / 3456 / 2021
DATE OF INSTITUTION	05.02.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.


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

Proceedings were held on 23.07.2021 at Rewari. The complainant as well as the respondent SDO were present. The SDO did not submit any reply but apprised that all the necessary refunds have been processed and that the same would get credited in complainant's bill in the next billing cycle. But the Forum did not find the reply not satisfactory at all. It seemed that SDO had made no efforts to resolve the matter. The Forum directed the SDO to take up the matter personally with CBO to get the grievance redressed within next 15 days. Also, that the SDO would furnish all details of charging as well as refund to the Forum as well as the complainant within a week so that the same can be commented upon by the complainant. Now to come up for hearing on 19.08.2021.

Proceedings were held on 22.08.2021 at Rewari. The complainant as well as the respondent SDO were present. The SDO did not submit any reply but apprised that all the necessary refunds have been processed and that the same would get credited in complainant's bill in the next billing cycle. The Forum directed the SDO to take up the matter personally with CBO to get the grievance redressed within next 15 days. Also, that the SDO would furnish all details of charging as well as refund to the Forum as well as the complainant within a week so that the same can be commented upon by the complainant. Now to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> )
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CASE NUMBER	DH / CGRF / 3475 / 2021
DATE OF INSTITUTION	08.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 23.07.2021 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 19.08.2021.

Proceedings were held on 22.08.2021 at Rewari. The complainant was present but the respondent SDO was not present. The Forum directed the SDO to visit the area personally in next 10 days and submit a comprehensive report on the whole issue and the issues raised in the complaint. Also, the SDO to clearly mention in his report the possible solutions to the problem. Now to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 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 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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S Ansal Housing & Construction Ltd., Ansal Plaza Mall, 2<sup>nd</sup> 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, 2<sup>nd</sup> 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.

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.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 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 NUMBER	DH / CGRF / 3503 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	24.03.2021, 23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 23.07.2021 at Rewari. Complainant was not present but the respondent SDO was present. The SDO submitted reply vide memo no. 661 dated 23.07.2021 and told that a case for refund of Rs. 48191/- had been sent to CBO and that the case had been resolved. The Forum directed the SDO to take up the matter with CBO to get the bill corrected within next 15 days. Now to come up for hearing on 19.08.2021.

Proceedings were held on 22.08.2021 at Rewari. Complainant as well as the SDO were present. The SDO submitted copy of a letter written to SE RAPDRP making a request to update the reading in the new billing system. The SDO had also informed during the last hearing that that a case for refund of Rs. 48191/- had been sent to CBO and that the case had been resolved. The Forum directed the SDO to take up the matter with CBO to get the bill corrected within next 15 days. Now to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 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 NUMBER	DH / CGRF / 3526 / 2021
DATE OF INSTITUTION	24.03.2021
DATES OF HEARING	17.06.2021, 23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.


Proceedings were held on 23.07.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 503 dated 23.07.2021 stating that all the issues in the complaint have been addressed. Copy of reply was given to the complainant also and he was asked to check up with his records whether he was satisfied with the details given in the reply. 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. 711 dated 19.08.2021 stating that on the issue of ACD updation, since the connection was as old as 1980, the record in subdivision was not available. Also, that the complainant may submit any proof so that necessary action can be taken. The

Forum also asked the complainant to produce any documentary proof of the ACD already deposited by him. Now to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 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 NUMBER	DH / CGRF / 3572 / 2021
DATE OF INSTITUTION	08.06.2021
DATES OF HEARING	23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> )
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CASE NUMBER	DH / CGRF / 3598 / 2021
DATE OF INSTITUTION	16.06.2021
DATES OF HEARING	23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. Dharamvir Jangra, Santosh Colony, Gali No. 2, Bass Road, Rewari regarding wrong billing.

.....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**

Sh. Dharamvir Jangra, Santosh Colony, Gali No. 2, Bass Road, Rewari is consumer of DHBVN under SDO (OP) Dharuhera S/D. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that despite his regular persuasion with DHBVN, he has not been getting his bill since October 2020. He had been approaching the office of SDO regularly 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 was not present but the respondent SDO was present. The SDO did not submit but told that he would get the matter looked into and will get the bill issued in next 15 days. The Forum asked the SDO to check up the details and place on record the latest copy of the bill and the reasons for not delivering the bill for more than 10 months. Now to come up for hearing on 19.08.2021.

Proceedings were held on 22.08.2021 at Rewari. Complainant was present but the respondent SDO was not present. The Forum asked the SDO to check up the details and place on record the latest copy of the bill and the reasons for not delivering the bill for more than 10 months. Now to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b> <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> )
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CASE NUMBER	DH / CGRF / 3576 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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 10<sup>th</sup> 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 15<sup>th</sup> 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.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**



	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> )
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CASE NUMBER	DH / CGRF / 3522 / 2021
DATE OF INSTITUTION	24.03.2021
DATES OF HEARING	17.06.2021, 23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

Proceedings were held on 23.07.2021 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 concerned SDO M&P was also present and recorded his statement and explained the report prepared by him. The Forum directed both the parties to come prepared for 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 fresh reply but told that the amount had been charged exactly as per the M&P report and the slowness declared by M&P. The Forum directed both the parties to come prepared for arguments on the next date of hearing. Now to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 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 NUMBER	DH / CGRF / 3695 / 2021
DATE OF INSTITUTION	12.08.2021
DATES OF HEARING	22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of M/S SHRI COLOR INDIA, 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**

M/S SHREE COLOR INDIA, Nizampur Road, Narnaul and M/S Aggarwal Mineral Grinding, Nizampur Road are consumers of DHBVN under Suburban division Narnaul and the account nos. are NPH 0001 and NPH 0002. One of the owners is Sh. Gobind Aggarwal. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating following issues:

1. That their units do not get adequate voltage at their end
2. That the 11 kV line from 33 kV Nizampur to their premises breaks down every now and then and then remains off for long hours
3. That the 33 kV line feeding the substation at Nizampur itself breaks down frequently thereby causing long hours of outage
4. That at different points of time, some amounts are added in the monthly bills citing as some previous arrears whereas they have been paying their bills regularly
5. That they have 2 nos. different HT connections NPH – 0001 and NPH – 0002 at their two different premises and are legally separate entities having different land ownerships. But the Nigam for quite some time has been insisting for clubbing of the two loads without any reason.
6. That they have been pursuing the above matters constantly with the subdivision but no solution has been found so far. They have therefore come before the CGRF for redressal of grievances,

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 22.08.2021 at Rewari for hearing of the case.

Proceedings were held on 22.08.2021 at Rewari. Complainant was present but the respondent SDO was not present. The SDO requested for exemption citing some urgent field issues and requested for another date. The request was accepted. The complainant reiterated his issues as raised in the original complaint. The Forum observed that prima facie, there was no reason for the Nigam to ask for clubbing of two independently running HT connections and which sales circular. The Forum directed the SDO to submit / place on record the following documents / details by the next date of hearing:


- i) Copies of actual bills issued to the complainant for the last one year
- ii) Detail of break downs and planned shutdowns of the 11 kV feeder supplying power to the two HT connections
- iii) Detail of breakdowns of the 33 kV feeder feeding the 33 kV substation at Nizampur

- iv) The Sales Circular on the basis of which the Subdivision was asking the complainant to club the two independently running HT connections
- v) Details of checking carried out and the checking reports so prepared, if any, of the two connections during the last one year

No coercive action be taken against the complainant till final decision of the case. Now to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b> <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b>  <b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> )
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CASE NUMBER	DH / CGRF / 3574 / 2021
DATE OF INSTITUTION	23.07.2021
DATES OF HEARING	23.07.2021, 22.08.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Mr. Surender Kumar, Mohalla Kayampura, Mohindergarh regarding wrong charging in the bill.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

## **INTERIM ORDER**

Mr. Surender Kumar, Mohalla Kayampura, Mohindergarh is a consumer of DHBVN under City S/division Mohindergarh having an account no. C-21/0598A of the petrol pump along Dadri – Mohindergarh Road, Mohindergarh. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating following issues:

1. That he had his petrol pump connection of 11 kW
2. That the petrol pump closed in October 2014 and continued to pay the minimum charges bill up to 2016.
3. That in October 2018, he got a bill wherein Rs. 241941/- were found charged. On enquiry, he was told that the amount had been charged by Audit wing on the basis of 11 kW sanctioned load, which otherwise had already been got reduced in 2016
4. That SDO and XEN have been making requests to the circle office since then to refund the amount which had been charged wrongly but no corrections have been made so far.
5. That he has been pursuing the above matters constantly with the subdivision but no solution has been found so far. They have therefore come before the CGRF for redressal of grievances,

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 23.07.2021 at Rewari for hearing of the case.

Proceedings were held on 23.07.2021 at Rewari. Complainant was present but the respondent SDO was not present. The SDO requested for exemption citing some urgent field issues and requested for another date. The request was accepted. The complainant reiterated his issues as raised in the original complaint and placed on record the copies of letters written by the subdivision and division to the circle office verifying his point of contention. The Forum directed the SDO to submit / place on record the following documents / details by the next date of hearing:

- i) Proof of reduction of load from 11 kW to 2 kW in March 2016
- ii) Copies of bills showing the sanctioned load as 2 kW
- iii) Copy of the half margin raised by the audit
- iv) Any other paper related to the case and copies of correspondences

made with Division and Circle offices.

No coercive action be taken against the complainant till final decision of the case. Now to come up for hearing on 22.09.2021.

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

**(SANJEEV CHOPRA)**  
**CHAIRPERSON**