

	<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 / 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, 23.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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.

Proceedings were held on 23.07.2021 at Rewari. Complainant as well as the SDO were present. Respondent SDO submitted his reply vide memo no. 504 dated 23.07.2021 stating that the issue of wrong updation of MCO has been resolved and case for refund has been sent to CBO. The Forum directed the SDO to furnish refund details by the next date of hearing along with copy to the complainant. Now to come up on next date of hearing on 19.08.2021.

**(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](http://www.dhbvn.org.in)) (e-mail ID: [cgrf@dhbvn.org.in](mailto: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, 23.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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., Rewari. 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.

Proceedings were held on 23.07.2021 at Rewari. Complainant was not present but the respondent SDO was present. Respondent SDO submitted reply vide memo no. Spl-1 dated 23.07.2021 and told that he had visited the site and got erected 2 nos. additional poles and lifted the line and that now the ground clearance was sufficient and to the satisfaction of the complainant. The Forum directed complainant to be present on the next date of hearing to record his statement in that regard. Now to come up on next date of hearing on 19.08.2021.

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

**(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 / 3443 / 2021
DATE OF INSTITUTION	19.02.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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.

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

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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.

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

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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.

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

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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.

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

**(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 / 3447 / 2021
DATE OF INSTITUTION	19.02.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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.


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 informed that as per directions, complete details had been provided to the complainant but he did not come again for any corrections or raising any objections. The Forum directed the complainant to be present on the next date of hearing to record his statement. Now to come up for hearing on 19.08.2021.

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

**(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 / 3490 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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) S/U S/D, Mohindergarh

..... 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.

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. 2461 dated 22.07.2021 stating that all the issues raised by the complainant had been resolved and all the necessary refunds had been credited to complainant's account. The Forum directed the complainant to be present on the next date of hearing to record his statement. Now to come up for hearing on 19.08.2021.

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

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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 Dungerwas 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.

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

**(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 / 3461 / 2021
DATE OF INSTITUTION	03.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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 26<sup>th</sup> 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.

Proceedings were held on 23.07.2021 at Rewari. Neither the complainant nor the SDO were present. The Forum took it seriously and directed both the parties to be present in person on the next date of hearing. Now to come up for hearing on 19.08.2021.

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

**(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 / 3475 / 2021
DATE OF INSTITUTION	08.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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.

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

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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.

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

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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.

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

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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.

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

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through 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.

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

**(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 / 3597 / 2021
DATE OF INSTITUTION	16.06.2021
DATES OF HEARING	23.07.2021

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

Present:

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

In the matter of complaint Smt. Madhyama Sharma, Vijay Nagar, Rewari regarding wrong billing and excess charging.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

## **INTERIM ORDER**

Smt. Madhayama Sharma, Vijay Nagar, Rewari is consumer of DHBVN bearing account no. 4565211111 under SDO (OP) S/U S/D. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that her meter had gone dead in September 2020 but was replaced in December 2020. But, even after replacement of the meter, she continued to receive the bills on average basis. She approached many times for correction in the bill but no action has been taken by the Nigam. the meter his father had the above two nos. tube well connections which had been Therefore he requests the Forum to resolve the issue.


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 submitted reply vide memo no. 2229 dated 23.07.2021 stating that the problem had arisen because the MCO had not been updated correctly. Also that now, the case has been sent to CBO for correction. The Forum asked the SDO to take up the matter with CBO to get the corrected bill delivered within next 15 days. Now to come up for hearing on 19.08.2021.

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

**(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 / 3598 / 2021
DATE OF INSTITUTION	16.06.2021
DATES OF HEARING	23.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through VC)
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.

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

**(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 / 3576 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	23.07.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
NARESH KUMAR MEHTA	MEMBER ACCOUNTS(Through 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 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.

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

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

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