

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005 Telephone No. 01662-223081 HETRI, SCETOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3204 / 2020
DATE OF INSTITUTION	09.10.2020
DATES OF HEARING	22.10.2020, 23.11.2020, 24.12.2020, 25.01.2021 &24.02.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

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

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

None from 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. To come up on next date of hearing on 19.03.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
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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

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

Present:

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

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

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

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

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

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

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

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

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

Proceedings were held on 24.2.2021 at Rewari. Representative of both complainant and respondent SDO were present. Respondent XEN was also present who requested for another date to submit detailed report as he had joined his duty recently on transfer. Request allowed. Forum directed the respondent Xen. to visit the site personally in the presence of the complainant and detailed report be reported to the Forum within fifteen days. Now to come up on next date of hearing on 19.03.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON



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(website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)**

CASE NUMBER	DH / CGRF / 3365/ 2021
DATE OF INSTITUTION	04.01.2021
DATES OF HEARING	25.01.2021& 24.2.2021

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

Present:

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

In the matter of complaint of Smt. Sneh Lata W/o Sh. Raj Kumar, Plot No.4, HSIIDC Colony, Nizampur Road, 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

None of respondent SDO

INTERIM ORDER

Smt. Sneh Lata W/o Sh. Raj Kumar, Plot No.4, HSIIDC Colony, Nizampur Road, Narnaulis consumer of DHBVN bearing account no.6201079028 under SDO (OP) City S/Divn., Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that she had old NDS account having connected load 49 kVA and had got it disconnected after clearance of all dues and now applied for single phase 3 kW connection but it was given after remission of Rs.45000/- showing outstanding against old account, which was wrong. She has requested the Forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.01.2021 at Rewari for hearing of the case.

Proceedings were held on 25.01.2021 at Rewari. Complainant was not present but respondent SDO was present. Respondent SDO did not submit reply however assured to submit reply within seven days. Forum directed respondent SDO to ensure compliance as assured within fifteen days.

Proceedings were held on 24.02.2021 at Rewari. Neither the complainant nor the respondent SDO was present. Respondent SDO telephonically requested for another date and also assured to submit reply within seven days. Forum directed respondent SDO to ensure compliance as assured within fifteen days. Now to come up personally on next date of hearing on 19.03.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON



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CASE NUMBER	DH / CGRF / 3419/ 2021
DATE OF INSTITUTION	08.02.2021
DATES OF HEARING	24.2.2021

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

Present:

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

In the matter of complaint of Smt. Deepika Yadav C/o Sh. Arun Kumar, HN-107, Village Ghasera, Bikaner, Rewari regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Deepika Yadav C/o Sh. Arun Kumar, HN-107, Village Ghasera, Bikaner, Rewariis consumer of DHBVN bearing account no.BB21-0279-Y under SDO (OP) S/U S/Divn., Rewari. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that she had a Mashroom Growing unit and as per sales circular no. D14/2020 dated 9.7.2020, tariff for agro industries has been reduced to Rs.4.75/unit since 2019. She approached respondent SDO to redress her grievance but no action has been taken. She has requested the Forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.02.2021 at Rewari for hearing of the case.

Proceedings were held on 24.02.2021 at Rewari. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 649 dated 24.02.2021 stating that the case had been referred to HARTRON billing agency and they telephonically informed that issue has been taken up with S.E./IT for allotment of new code for Agro Industries. The same was still pending. Forum directed respondent SDO/XEN. to take up the matter with quarter concerned and ensure compliance within fifteen days. Now to come up personally on next date of hearing on 19.03.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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(website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)**

CASE NUMBER	DH / CGRF / 3418/ 2021
DATE OF INSTITUTION	08.02.2021
DATES OF HEARING	24.02.2021

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

Present:

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

In the matter of complaint of Sh. Ram Avtar S/o Sh. Raghupat Singh, Village Bangrawa Tehsil & Distt. Rewari regarding release of tube well connection.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Ram Avtar S/o Sh. Raghupat Singh, Village Bangrawa Tehsil & Distt. Rewari applied for new connection vide A&A No. R43-118-30 under SDO (OP) S/Divn., Pali Gothra. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for release of tube well connection on dated 8.1.2018 and deposited all dues and invoice of five star rating mono block motor, but his connection has not been released so far. He approached respondent SDO to redress his grievance but no action has been taken. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.02.2021 at Rewari for hearing of the case.

Proceedings were held on 24.02.2021 at Rewari. Complainant and respondent SDO were present. Respondent SDO submitted reply vide no. 4343 dated 15.02.2021 stating that the complainant had deposited the consent money and purchase bill of five star rated motor. As and when tender was allotted by higher authorities, the connection would be released. Reply of respondent was not satisfactory. Forum directed respondent SDO to submit detailed reply with relevant instructions and requisite documents viz-a-viz A&A Form, notice for submission of bill. Also obtain test report from dealer of motor. Complainant was also directed to submit test report. Now to come up personally on next date of hearing on 19.03.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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CASE NUMBER	DH / CGRF / 3415/ 2021
DATE OF INSTITUTION	01.02.2021
DATES OF HEARING	24.02.2021

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

Present:

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

In the matter of complaint of Sh. Virender Kumar Shop No. 08, Atul Market Near Old Sabzi Mandi, Rewari regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Rewari.
SDO (OP) City-1 S/Divn., DHBVN, Rewari

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Virender Kumar Shop No. 08, Atul Market Near Old Sabzi Mandi, Rewari is consumer of DHBVN bearing account no. 8909600000 under SDO (OP) City-1 S/Divn., Rewari. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that on 24.7.2020, respondent Nigam gave him a bill of Rs.80483/- for a period of 17 days and on 28.8.2020, they again raised a bill of Rs.485386.52 for consumption of 69795.6 units for two days. Thereafter, disconnected supply of his premises. He approached respondent SDO to redress his grievance but no action was taken. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.02.2021 at Rewari for hearing of the case.

Proceedings were held on 24.02.2021 at Rewari. Representative of both complainant and respondent SDO were present. Respondent SDO submitted reply vide no. 7312 dated 17.02.2021 stating that supply of the complainant was disconnected because of defaulting amount. Copy of screen shot of meters showing actual reading was placed on record. Forum observed that a premise having 1 kW load and shown reading old 14129 and new 83924.6 in a gap of mere two days was not possible. Forum directed respondent SDO to submit consumption data of complainant's account since the date of connection up to PDCO. And supply be restored immediately on payment of at least 20% of disputed amount of bill issued on 18.7.2020. Now to come up personally on next date of hearing on 19.03.2021.

(NARESH K. MEHTA)
Member Accounts

(MANOJ YADAV)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON