

	<p>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, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3265 / 2020
DATE OF INSTITUTION	03.11.2020
DATES OF HEARING	19.11.2020, 22.12.2020, 22.01.2021 & 15.02.2021

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

Present:

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

In the matter of complaint of Sh. Suresh Kumar S/o Sh. Budh Ram Village Kalanwali Distt. Sirsa regarding shifting of Pole

..... Complainant / Petitioner

Vs.

XEN / OPERATION DABWALI, DHBVN, DABWALI
 SDO/OPERATION S/D KALANWALI, DHBVN, KALANWALI

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Suresh Kumar s/o Sh. Budh Ram Village Kalanwali Distt. Sirsa has an electricity connection with an account no. T-32TK014784 under SDO (OP) S/Divn. DHBVN, Kalanwali. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that in his absence, the SDO mounted a pole in front of his house and inside his plot. He approached many times in the office of respondent's office but no action has been taken so far As such, 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 19.11.2020 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 19.10.2020. Both complainant and respondent SDO were present. Respondent SDO did not submit his reply but informed that the pole was mounted since last around 10 years and that for shifting of the same, a deposit estimate has been framed. But complainant has not deposited the requisite amount so far. Complainant argued that since the pole was erected in his plot, it should be shifted by the Nigam at their own cost. Forum directed the complainant to produce documentary proofs regarding ownership from revenue department and also to the respondent SDO to personally verify the site and submit detailed reply including technical feasibility and safety issues as per norms.

Proceedings were held at Sirsa on 22.12.2020. Both complainant and respondent SDO were present. Respondent SDO submitted his reply vide memo. no. 4826 dated 08.12.2020 stating that an HT line has been standing idle for last 4-5 years. This line has been kept for emergency use. The horizontal clearance is zero (as line is crossing over the corner of building) and vertical clearance is approx. 2.5 feet. The horizontal and vertical clearance as per Nigam norms (D3/2020) should be 1.2 mtrs. from the nearest point and 3.7 mtrs. from the top of point, as such, the position of HT line was not safe for the building. Further, he stated that on investigation it has been gathered that complainant has constructed his building unauthorized under the line as the line was existing prior to construction of building. Therefore, notice was served to the complainant vide memo. no. 2219 dated 17.06.2020. A deposit estimate has been framed for shifting of line in order to avoid any accident. Notice served to the complainant vide memo. no. 4314 dated 5.11.2020 but the complainant refused to deposit the estimated amount of Rs.84000/-. However, to avoid any accident, insulated sleeve has been provided to nearest HT line. Complainant requested for another date to produce documentary proof regarding ownership of land in which pole is mounted. Request allowed.

Proceedings were held at Sirsa on 22.01.2021. Complainant was present, but respondent SDO was not present. Respondent SDO telephonically requested for another date to offer their comments on the representation of the complainant as submitted, regarding proof of ownership. Request allowed.

Proceedings were held at Sirsa on 15.02.2021. Complainant was not present, but respondent SDO was present. Respondent SDO did not submit reply, however, placed on record the copy of notice as issued to the complainant for submitting ownership proof of land where electricity pole is mounted. He also informed that the reply was still awaited. Forum directed respondent SDO to issue final notice to the complainant on the subject and the complainant was also directed to ensure compliance of notice of respondent SDO failing which decision will be taken on merit. Now to come on next date of hearing on 22.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

CASE NUMBER	DH / CGRF / 3401 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	15.02.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRMAN (THROUGH VC)
NARESH MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (THROUGH VC)

In the matter of complaint of Smt. Indro Devi, H.No. 299, Khanna Colony, Old Police Chowki wali Gali, Hisar Road, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP City Divn., DHBVN, Sirsa
SDO/OP City S/Divn., DHBVN, Sirsa

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO

INTERIM ORDER

Smt. Indro Devi, H.No. 299, Khanna Colony, Old Police Chowki wali Gali, Hisar Road, Sirsa has an electricity connection with an account no. 1871422234 under SDO (OP) City S/Divn. DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that bill issued during the month of January, 2021 for the period 15.05.2020 to 10.01.2021 (240 days) for 5130.6 kWH for Rs.30522/- was abnormally high and wrong. She approached many times in the office of respondent's office but no action has been taken so far. As such, 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 15.02.2020 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 15.02.2021. Complainant was not present, but respondent SDO was present. Respondent SDO submitted reply vide no. 261 dated 01.02.2021 stating that bill for the period 15.5.2020 to 13.11.2020 was on provisional basis being RNT. Now, the bill issued on 10.01.2021 was as per actual reading after adjustment of earlier bill paid during that period, as such, the bill was correct. Forum directed the complainant to ensure appearance on next date of hearing failing which decision will be taken on merit. Now to come on next date of hearing on 22.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3423 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	15.02.2021

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

Present:

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

In the matter of complaint of Sh. Sudhanshu Gupta C/o JCD Vidyapeeth, Barnala Road, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP City Divn., DHBVN, Sirsa
 SDO/OP City S/Divn., DHBVN, Sirsa

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Sudhanshu Gupta C/o JCD Vidyapeeth, Barnala Road, Sirsa has an electricity connection with an account no. 8982670000 under SDO (OP) City S/Divn. DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that during 2016, their institution installed Solar Panels with net metering system. Since the date of installation to date, account has not been overhauled. They approached many times in the office of respondent's office but no action has been taken so far. As such, they have requested the Forum to redress their 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 15.02.2020 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 15.02.2021. Complainant was not present, but respondent SDO was present. Respondent SDO submitted reply vide no. 381 dated 13.02.2021 stating that roof top solar connection with sanctioned load 797 kW was commissioned on 4.11.2016 but net metering billing shown w.e.f. 1.11.2019. Bill for the period 4.11.16 onwards has been adjusted manually vide SC&AR No.566-595 and 627 for Rs.131140/-, Rs.745102/- & Rs.1818771/- respectively. Copy of the same was placed on record. Further the adjustment of Rs.543793/- has been approved by CBO on 13.2.2021 which will be reflected in the next bill. Forum directed the complainant to ensure appearance on next date of hearing. Respondent SDO was also directed to provide overhauling detail of account of complainant. Now to come on next date of hearing on 22.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3424 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	15.02.2021

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

Present:

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

In the matter of complaint of Sh. Mukesh Kumar S/o Sh. Chand Ram, H.No. 20/4935, Preet Nagar, Gali No. 3,, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP City Divn., DHBVN, Sirsa
 SDO/OP City S/Divn., DHBVN, Sirsa

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Mukesh Kumar S/o Sh. Chand Ram, H.No. 20/4935, Preet Nagar, Gali No. 3, Sirsa has an electricity connection with an account no. 6553570000 under SDO (OP) City S/Divn. DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that bill issued during January, 2021 for the period 21.6.2020 to 15.12.2020 for 11575 units amounting to Rs.88342/- was abnormally high and wrong which was because of meter digit jump. He approached many times in the office of respondent's office but no action has been taken so far. As such, 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 15.02.2020 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 15.02.2021. Complainant and respondent SDO were present. Respondent SDO did not submit reply. He requested for another date to furnish detailed reply. Request allowed. Complainant informed that he had deposited Lab. testing fee of Rs.240/- on 18.01.2021. Respondent SDO was directed to get the meter tested from Lab. and submit Lab. report along with analysis of abnormality and retrieval of reading for the period as max. as possible with consumption data for last three years. Now to come on next date of hearing on 22.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3405 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	15.02.2021

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

Present:

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

In the matter of complaint of Sh. Gurpal Singh S/o Sh. Amar Singh Village Ding, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP City Divn., DHBVN, Sirsa
 SDO/OP S/Divn., DHBVN, Ding

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Gurpal Singh S/o Sh. Amar Singh Village Ding, Sirsa has an electricity connection with an account no. SG06-0536DS under SDO (OP) S/Divn. DHBVN, Ding. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that bill issued during Oct., 2020 for Rs.23497/- for 3110 units was abnormally high and wrong. He approached many times in the office of respondent's office but no action has been taken so far. As such, 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 15.02.2020 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 15.02.2021. Complainant and respondent SDO were present. Respondent SDO submitted reply vide no. 323 dated 2.2.2021 stating that meter of the complainant was got checked from M&T Lab. vide no. 352/208 dated 22.12.2020 and meter was within permissible limit as per lab report. Reading was taken through CMRI on 9.8.2020 and found 2188.80 and later on dated 12.10.2020 manually which was 5038 kWh. Forum observed that as per billing data report, the MDI for the period 1.8.20 to 1.11.20 was between 14-15 kVA. Respondent SDO was directed to get detailed analysis of abnormality and retrieval of reading for the period as max. as possible from Lab. Sirsa and submit along with consumption data for last three years. Now to come on next date of hearing on 22.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3421 / 2021
DATE OF INSTITUTION	08.02.2021
DATES OF HEARING	15.02.2021

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

Present:

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

In the matter of complaint of Sh. Amit S/o Sh. Surjeet Singh Village Mithi Sureran Tehsil Ellenabad regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP S/U Divn., DHBVN, Sirsa
 SDO/OP S/Divn., DHBVN, Ellenabad

..... Respondents

Appearance:

For Complainant

Present

For Respondent

None from respondent SDO

INTERIM ORDER

Sh. Amit S/o Sh. Surjeet Singh Village Mithi Sureran Tehsil Ellenabad has an electricity connection with an account no. SE33-0382 under SDO (OP) S/Divn. DHBVN, Elnabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that bill issued during Dec., 2020 for Rs.116180/- was abnormally high and wrong since he was not using electricity and had already requested for PDCO. He also deposited lab. testing fee of Rs.240/- on 18.1.2020. But, neither bill rectified nor meter got tested from Lab. As such, 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 15.02.2020 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 15.02.2021. Complainant was present but respondent SDO was not present. Forum viewed seriously the negligence on the part of SDO and directed to ensure personal appearance on next date of hearing. Respondent SDO also to get the meter testing done from Lab. in the presence of the complainant and submit detailed report/analysis of abnormality and retrieval of reading for the period as max. as possible from Lab. Sirsa and submit along with consumption data for last three years. Now to come on next date of hearing on 22.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>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, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3422 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	15.02.2021

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

Present:

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

In the matter of complaint of Sh. Naresh Kumar S/o Sh. Jai Kishan C/o M/s Neeram Cotton Factory Village Khairkan, Panjuana Distt. Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP City Divn., DHBVN, Sirsa
 SDO/OP S/Divn., DHBVN, Panjuana

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Naresh Kumar S/o Sh. Jai Kishan C/o M/s Neeram Cotton Factory Village Khairkan, Panjuana Distt. Sirsa has an electricity connection with an account no. T13-BDH2-2 under SDO (OP) S/Divn. DHBVN, Panjuana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his meter became faulty during Sep., 2014 and he reported the fact immediately. Thereafter on 29.11.2014 and on 31.12.2014, team of M&P visited his premises and recommended for change of meter. But, respondent Nigam changed the meter during 3/2015. Respondent Nigam charged Rs. 817125/- on a/c of defective period. He approached respondent SDO for rectification of bill but no action was taken. As such, 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 15.02.2020 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 15.02.2021. Complainant and respondent SDO were present. Respondent SDO submitted reply vide no. 339 dated 11.2.2021 stating that amount of Rs.817126/- charged on the basis of consumption of corresponding period of previous year vide half margin no. 63-64/199 dated 22.9.2015 was right. On request of the complainant, meter was sent to manufacturer firm for testing. Xen. M&P Hisar vide memo.no. 1191 dated 22.7.2016 also advised for charging the said amount. It is also submitted that future consumption for the same period comes out to Rs.381290/-. It is also pertinent to mention that case is also pending with Permanent Lok Adalat Sirsa vide case no. 2304 of 2015 and next date of hearing is 1.3.2021. Complainant was not satisfied on the plea that under which instructions the meter was not changed during Sep., 2014 and their charging should also be based on the consumption of future months since his production was drastically reduced due to the health problem of proprietor. He also assured to withdraw his case from Lok Adalat. Forum directed the complainant to withdraw his case from Lok Adalat within fifteen days if he wanted the Forum to entertain the case and also to produce documentary evidence viz-a-viz final accounts/TO/Sale purchase data etc. since 2013 onwards. Respondent SDO was directed to share the copy of manufacturer report in soft/hard form and consumption data for 3 years prior 13.3.2015 and onwards along with detailed reason for non replacement of meter well in time. Now to come on next date of hearing on 22.03.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson