

	<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

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

Present:

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

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 Present

For Respondent SDO Present

INTERIM ORDER

Sh. Suresh Kumar s/o Sh. Budh Ram Village Kalanwali Distt. Sirsa has 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 the 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. Now to come up on next date of hearing on 22.12.2020.

Manoj Yadav

Member Technical

Naresh Mehta

Member Accounts

Sanjeev Chopra

Chairman



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 / 3231 / 2020
DATE OF INSTITUTION	14.10.2020
DATES OF HEARING	20.10.2020, 19.11.2020

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

Present:

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

In the matter of complaint of Sh. Devi Lal Village Karamgarh PO Sahuwala Distt. Sirsa regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION SUBURBAN, DHBVN, SIRSA
SDO/OPERATION S/D PUNJUANA, DHBVN, PUNJUANA

..... Respondents

Appearance:

For Complainant

resent

For Respondent

SDO Present

INTERIM ORDER

Sh. Devi Lal of Village Karamgarh PO Sahuwala Distt. Sirsa has an account no. T13-SP-18-1178 under SDO (OP) S/Divn., DHBVN, Panjuana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has a single-phase domestic connection through AP feeder which was released during April 2018. His burnt meter was replaced as per his request during 9/2018. Now, he has received a notice for payment of outstanding dues of Rs.301157/-. On enquiry from the office of respondent SDO, he was informed that the meter which was replaced two years ago, has been got checked from M&T Lab., Hisar and the amount outstanding was as per reading reported by M&T Lab., which was wrong. 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 20.10.2020 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 20.10.2020. Complainant and respondent SDO were present. Respondent SDO submitted his reply vide No.3170 dated 19.10.2020 stating that meter of the complainant was replaced vide LL1 no. 44/687 dated 9.9.2018 and sent to M&T Lab., Sirsa for testing. M&T Lab. Sirsa vide memo. no. 1234 dated 13.09.2018 reported that internal parts of the meter were totally burnt and reading was not visible. In view of the lab. report, account of complainant was overhauled. After that SDO M&T Lab., Hisar provided a list of 262 nos. meters vide memo.no.453/MT-18 dated 4.11.2019 with the direction to send these meters for rechecking at Hisar. SDO M&T Hisar vide his memo. no. 954 dated 28.11.2019 reported that "no abnormality, meter internal circuit burnt and reading taken through Zig" and shown final reading as 39783 units. So, as per the report, Rs.301157/- were charged. During hearing, it was questioned as to why the meters were checked twice from different lab. and after a gap of two years. On the directions from the Forum, matter was taken up with M&T Lab. Sirsa and it has been gathered that M/S Avon Meters Pvt. Ltd. had clarified to Xen. M&P Hisar vide letter dated 15.5.2020 that DLMS Zig reads only the DLMS meters but the old non-DLMS meters cannot be read with this DLMS Zig. Respondent SDO informed that the meter of the complainant was non-DLMS meter. Forum directed respondent SDO to get the meter checked from the firm because the reports of M&T Lab., Sirsa and Hisar were contradictory. Also, it was directed to submit the report along with consumption detail of old replaced meter for the entire period and the new meter till date. No coercive action be taken till final decision of the case.

Proceedings were held at Sirsa on 19.11.2020. Both complainant and respondent SDO were present. Respondent SDO vide his letter no.4232 dated 19.11.2020 submitted the consumption detail of the complainant's account. As per the consumption data as provided, the complainant has consumed 5891 units from 10/2018 to 10/2020. As such, consumption of 39783 for the period 4/2018 to 8/2018 seems to be abnormally high and incorrect. As such,

Forum directed the SDO to apprise XEN/M&P, DHBVN Hisar of the facts. Also, XEN/M&P Hisar is directed to either appear in person to clarify the matter or to submit his written statement because the reports of M&T Lab., Sirsa, Hisar and the firm were contradictory. Now to come on next date of hearing on 22.12.2020.

Manoj Yadav

Member Technical

Naresh Mehta

Member Accounts

Sanjeev Chopra

Chairman

	<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 / 3232 / 2020
DATE OF INSTITUTION	14.10.2020
DATES OF HEARING	20.10.2020, 19.11.2020

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

Present:

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

In the matter of complaint of Sh. Dharam Chand Village Shekhupura PO Panjuana Distt. Sirsa regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION SUBURBAN, DHBVN, SIRSA
 SDO/OPERATION S/D PUNJUANA, DHBVN, PUNJUANA

..... Respondents

Appearance:

For Complainant Present

For Respondent SDO Present

INTERIM ORDER

Sh. Dharam Chand of Village Shekhupura PO Panjuana Distt. Sirsa has an account no. T13-SP-28-1336 under SDO (OP) S/Divn., DHBVN, Panjuana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has a single-phase domestic connection. His burnt meter was replaced as per his request during 2/2019. Now, he has received a notice for payment of outstanding dues of Rs.378876/-. On enquiry from office of respondent SDO, he was informed that the meter which was replaced two years ago, has been got checked from M&T Lab., Hisar and the amount outstanding was as per reading reported by M&T Lab., which was wrong. As such, 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 20.10.2020 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 20.10.2020. Complainant and respondent SDO were present. Respondent SDO submitted his reply vide No.3169 dated 19.10.2020 stating that meter of the complainant was replaced vide LL1 no. 32/713 dated 14.2.2019 and sent to M&T Lab., Sirsa for testing. M&T Lab. Sirsa vide memo.no. 413 dated 07.03.2019 reported that display of the meter was defective and the reading was not visible. In view of lab. report, account of complainant was overhauled. After that SDO M&T Lab., Hisar provided a list of 262 nos. meters vide memo.no.453/MT-18 dated 4.11.2019 with the direction to send these meters for rechecking at Hisar. SDO M&T Hisar vide his memo.no. 931 dated 26.11.2019 reported that "no abnormality inside and reading shown on Zig display" and shown final reading as 53678 units. So, as per the report, Rs.378876/- were charged. During hearing, it was questioned as to why the meters were checked twice from different lab. and after a gap of two years. On the directions from the Forum, matter was taken up with M&T Lab. Sirsa and it has been gathered that M/S Avon Meters Pvt. Ltd. had clarified to Xen. M&P Hisar vide letter dated 15.5.2020 that DLMS Zig reads only the DLMS meters but the old non-DLMS meters cannot be read with this DLMS Zig. Respondent SDO informed that the meter of the complainant was non-DLMS meter. Forum directed respondent SDO to get the meter checked from the firm because the reports of M&T Lab., Sirsa and Hisar were contradictory. Also, it was directed to submit the report along with consumption detail of old replaced meter for the entire period and the new meter till date. No coercive action be taken till final decision of the case.

Proceedings were held at Sirsa on 19.11.2020. Both complainant and respondent SDO were present. Respondent SDO vide his No.4181 dated 17.11.2020 submitted the consumption detail of the complainant account and analysis report as submitted by the firm M/s Avon Meters Pvt. Ltd. dated 12.11.2020. As per consumption data provided, the complainant has consumed 2811 units from 9/2013 to 7/2016 and thereafter consumed 2837

units from 3/2019 to 9/2020. As such, consumption of 50867(53678-2811) for the period 8/2016 to 2/2019 seems to be abnormally high and incorrect. As such, Forum directed the SDO to apprise XEN/M&P, DHBVN Hisar of the facts. Also, XEN/M&P Hisar is directed to either appear in person to clarify the matter or to submit his written statement because the reports of M&T Lab., Sirsa, Hisar and the firm were contradictory. Now to come on next date of hearing on 22.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman

	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)
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CASE NUMBER	DH / CGRF / 3233 / 2020
DATE OF INSTITUTION	14.10.2020
DATES OF HEARING	20.10.2020, 19.11.2020

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

Present:

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

In the matter of complaint of Sh. Prithvi Singh Village Shekhupura PO Punjuana Distt. Sirsa regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION SUBURBAN, DHBVN, SIRSA
SDO/OPERATION S/D PUNJUANA, DHBVN, PUNJUANA

..... Respondents

Appearance:
For Complainant

Present

For Respondent

SDO Present

INTERIM ORDER

Sh. Prithvi Singh of Village Shekhupura PO Punjuana Distt. Sirsa has an account no. T13-SP-28-1193 under SDO (OP) S/Divn., DHBVN, Punjuana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has a single-phase domestic connection. His burnt meter was replaced as per his request during 2/2018. Now, he has received a notice for payment of outstanding dues of Rs.80616/-. On enquiry from office of respondent SDO, he was informed that the meter which was replaced two years ago, has now been got checked from M&T Lab., Hisar and the amount put in his account was as per reading reported by M&T Lab. which was wrong. 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 20.10.2020 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 20.10.2020. Complainant and respondent SDO were present. Respondent SDO submitted his reply vide No.3171 dated 19.10.2020 stating that meter of the complainant was replaced vide LL1 no. 37/654 dated 22.2.2018 and sent to M&T Lab., Sirsa for testing. M&T Lab. Sirsa vide memo. no. 338 dated 05.03.2018 reported that block of the meter was found burnt and the reading was not visible. In view of lab report, account of complainant was overhauled. Subsequently, SDO M&T Lab., Hisar provided a list of 262 no. meters vide memo.no.453/MT-18 dated 4.11.2019 with the direction to send these meters for rechecking at Hisar. SDO M&T Hisar vide his memo.no.982 dated 06.12.2019 reported that "no abnormality inside and reading shown on Zig display" and shown final reading as 14497 units. So, as per the report, Rs.80616/- were charged. During hearing, it was questioned as to why the meters were checked twice from different lab. and after a gap of two years. On the directions from the Forum, matter was taken up with M&T Lab. Sirsa and it has been gathered that M/S Avon Meters Pvt. Ltd. had clarified to Xen. M&P Hisar vide letter dated 15.5.2020 that DLMS Zig reads only the DLMS meters but the old non-DLMS meters cannot be read with this DLMS Zig. Respondent SDO informed that the meter of the complainant was non-DLMS meter. Forum directed respondent SDO to get the meter checked from the firm because the reports of M&T Lab., Sirsa and Hisar were contradictory. Also, it was directed to submit the report along with consumption detail of old replaced meter for the entire period and the new meter till date. No coercive action be taken till final decision of the case.

Proceedings were held at Sirsa on 19.11.2020. Both complainant and respondent SDO were present. Respondent SDO vide his letter no. 4182 dated 17.11.2020 submitted the consumption detail of the complainant account and analysis report of the firm M/s Avon Meters Pvt. Ltd. dated 12.11.2020. As per the consumption data, the complainant has consumed 1747 units from 9/2014 to 11/2016 and thereafter consumed 1830 units from 3/2018 to 9/2019 and thereafter 1122 units from 10/2019 to 9/2020. As such, consumption

of 12750 (14497-1747) for the period 12/2016 to 2/2018 seems to be abnormally high and incorrect. As such, Forum directed the SDO to apprise XEN/M&P, DHBVN Hisar of the facts. Also, XEN/M&P Hisar is directed to either appear in person to clarify the matter or to submit his written statement because the reports of M&T Lab., Sirsa, Hisar and the firm were contradictory. Now to come on next date of hearing on 22.12.2020.

Manoj Yadav

Member Technical

Naresh Mehta

Member Accounts

Sanjeev Chopra

Chairman

	<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 / 3269 / 2020
DATE OF INSTITUTION	04.11.2020
DATES OF HEARING	19.11.2020

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

Present:

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

In the matter of complaint of Smt. Anita Gupta W/o Sh. Shamsheer Kumar Gupta, House No.186, Sector20Part-1, Sirsa Distt. Sirsa regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION CITY, DHBVN, SIRSA
 SDO/OPERATION S/D CITY, DHBVN, SIRSA

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO Present

INTERIM ORDER

Smt. Anita Gupta w/o Sh. Shamsheer Kumar Gupta, House No.186, Sector20 Part-1. Sirsa Distt. Sirsa has an account no.6377570000 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 for the month of 10/2020 for Rs.49131/- which was very much on higher side and wrong. That she does not understand as to why such a huge amount of bill had been raised to her, though she was regularly paying her bills as raised by the Nigam from time to time. As such, she 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 19.11.2020 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 19.11.2020. Both complainant and respondent SDO were present. Respondent SDO did not submit his reply, but placed on record the bills for the period 2/2020 up to date. As per bill issued for the month 10/2020, complainant has consumed 7044 units during the period from 20.06.20 to 14.10.20 (116 days). He also showed the screen shot of the complainants meter showing actual reading and requested to dispose of the case the bill being correct as per actual reading. Complainant was not satisfied and as per advice of the Forum requested to get the accuracy of her meter tested. As such, Forum directed the complainant to deposit requisite Lab testing fee in the office of Respondent SDO immediately and also to remit at least 50% of her outstanding dues within 15 days. Respondent SDO was also directed to get her meter tested from M&T Lab, Sirsa in her presence and submit Lab testing Report along with retrieved reading for the last six month or more, if possible. No coercive action be taken against the complainant. Now to come up on next date of hearing on 22.12.2020.

Manoj Yadav
Member Technical

Naresh Mehta
Member Accounts

Sanjeev Chopra
Chairman