



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
website: [www.dhbvn.org.in](http://www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3423 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	15.02.2021,22.03.2021,23.04.2021&21.06.2021

**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 /OPCity Divn., DHBVN, Sirsa  
SDO/OP City S/Divn., DHBVN, Sirsa

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of 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.

Proceedings were held at Sirsa on 22.03.2021. Complainant and respondent SDO both were present. SDO requested for another date to provide overhauling detail of account of complainant. Complainant informed that his meter seemed to be defective and needed to be checked. The Forum directed the respondent SDO to get the complainant's meter checked and proceed further to replace it, if needed, as per Nigam instructions and also to provide overhauling detail from the date of installation of net metering up to the date within fifteen days with a copy to the complainant.

Proceedings were held at Sirsa on 23.04.2021. Complainant was not present but the representative of respondent SDO was present. Respondent SDO requested for another date to provide overhauling detail of account of complainant. Complainant telephonically informed that respondent SDO neither provided overhauling detail nor his meter was physically checked as yet. Forum viewed seriously the casual approach of SDO & directed to comply with the earlier direction within fifteen days without fail.

Proceedings were held at Sirsa on 21.06.2021. Both complainant and the representative of respondent SDO were present. Representative of respondent SDO could not provide overhauling detail of account of complainant. Forum viewed seriously the casual approach of SDO & directed to provide overhauling detail of account of complainant to him with a copy to the forum within fifteen days without fail. Now to come on next date of hearing on 26.07.2021

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

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

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF /3544/ 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	23.04.2021&21.06.2021

**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. Jagpal Singh, village Sekhupura, The. Kalanwali, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

Sh. Jagpal Singh, village Sekhupura, Teh Kalanwali, Sirsa has an electricity connection with an account no. T12SP40-2044 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 defective during Nov.2018 and the same was replaced on 31.08.2020. In between, the bills were issued on average basis & the same were paid by him from time to time. But on dated 24.09.2020, the respondent Nigam issued a letter bearing No. 3123 dated 15.10.2020 informing that meter had been checked in LAB & as per reading retrieved, bill for Rs. 232467/- had become payable, which was wrong and abnormally high. 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 23.04.2021 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 23.04.2021. Complainant and respondent SDO were present. Respondent SDO vide memo no. 1606 dated 22.04.201 submitted his reply stating that SDO M&T Lab Sirsa vide no. 2050 dated 24.09.2020 had submitted his report & as per the report, meter was in burnt condition and the final reading retrieved was 46723 Units. Complainant had paid his bill for the reading upto 16014 units. As such he has been billed for Rs. 232467/- for difference of reading. Copy of LLI, Sundry and Lab Report placed on record. Complainant has also paid part payment of Rs. 80000/- and as on date Rs. 193270/- was outstanding against him. Forum directed the respondent SDO to provide the consumption data of the complainant's old meter for the last three years and up to date consumption record in respect of New Meter, confirm the defective period of the old meter, Sundry detail (showing period of charging, adjustment of already paid amount, subsidy, tariff etc), Reason for delay in replacement of defective meter and also submit the detailed analyses report after physically verification of the site within fifteen days. No coercive action be taken till the disposal of the case.

Proceedings were held at Sirsa on 21.06.2021. Both complainant and respondent SDO were present. Respondent SDO vide his memo no. 1631 dated 28.04.201 submitted his reply stating that SC&AR has been checked and pre-audited by this office and concludes that amount as charged was as per Nigams Instruction and placed on record consumption data of the complainant's old meter for the last three years and up to date consumption record in respect of New Meter. Reply was not satisfactory being not in consonance with the earlier direction of the Forum. FR of old meter was also not matched with the FR as already intimated to the Forum. Forum directed the respondent SDO to provide the consumption data of the complainant's old meter since the date of installation to date of replacement and up to date consumption record in respect of New Meter, confirm the defective period of the old meter, Sundry detail(showing period of charging, adjustment of already paid amount, subsidy ,tariff etc),Reason for delay in replacement of defective meter and also submit the detailed analyses report after physically verification of the site within fifteen days. No coercive action be taken till the disposal of the case. Now to come on next date of hearing on 26.07.2021.

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

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

**(SANJEEV CHOPRA)**  
**Chairperson**



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CASE NUMBER	DH / CGRF / 3545 / 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	23.04.2021 & 21.06.2021

**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 Smt. Bimla Devi D/o sh. Begh Raj, Gali Fashion Camp Wali, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OPCity Divn., DHBVN, Sirsa  
SDO/OP IAS/Divn., DHBVN, Sirsa

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

## **INTERIM ORDER**

Smt. Bimla Devi D/o Sh. Begh Raj, Gali Fashion Camp Wali, Sirsa has an electricity connection with an account no. 0255570000 under SDO (OP) IA, S/Divn. DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that her meter became defective on 08.06.2020 but the same was replaced after around three months on her request. Respondent Nigam has charged average for the defective period on the basis of consumption recorded during the corresponding period of previous year, which was wrong & on higher side since during such period, shops remained opened on alternate days and that too upto 6.00PM due to pandemic covid19 as per Local Administration Order. She 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 23.04.2021 at Sirsa for hearing of the case.


Proceedings were held at Sirsa on 23.04.2021. Complainant and respondent SDO were present. Respondent SDO did not submit his reply. However, requested for another date to furnish his detailed reply. Forum directed the respondent SDO to provide the consumption data of the complainants old meter for the last three years and to date in respect of New Meter, confirm the defective period of the old meter, Lab test report/Temper/Survey data , retrieval of reading for the period as maximum as possible, Reason for delay in replacement of defective meter even though complainant has informed timely and also submit the Local administration order regarding opening of shops on alternate days with restricted timings. Complainant was also directed to provide necessary evidences in support of her claim. No coercive action be taken till the disposal of the case. Now to come on next date of hearing on 24.05.2021.

Proceedings were held at Sirsa on 21.06.2021. Both complainant and respondent SDO were present. Respondent SDO submitted his reply vide no. SPL-2 dated 21.06.2021 stating that defective period of the complainants account was 08.06.2020 to 11.09.2020, Meter was got tested from M&T Lab hisar and as per test report, reading not retrieved. the delay in replacement of meter was due to non issuing serial no. of meter from CBO due to Covid -19 restrictions. He placed on record consumption data of the complainant's old meter for the last three years and up to date consumption in respect of New Meter and M&T Lab report. Both of them requested for another date. Request allowed. Now to come on next date of hearing on 26.07.2021

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

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

**(SANJEEV CHOPRA)**  
**Chairperson**

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CASE NUMBER	DH / CGRF /3536/ 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	21.06.2021

**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. Bhajan Lal S/O Sh. Thakar Dass, Village Panjuana, 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. Bhajan Lal S/O Sh. Thakar Dass, Village Panjuana, Sirsa has an electricity connection with an account no. T13-SP2-1825 under SDO (OP) S/Divn. DHBVN, Panjuana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his meter became defective during 2017 but the same was replaced during 12/2019 but since 2017 to 10/2020, the bills were issued on average basis & the same were paid by him from time to time. Now during 10/2020, a bill was delivered to him for Rs.19779/- showing consumption of 2558 units for the period 28.06.2020 to 28.08.2020 which was wrong and abnormally high. 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 21.06.2021 at Sirsa for hearing of the case.


Proceedings were held at Sirsa on 21.06.2021. Complainant and respondent SDO were present. Respondent SDO vide his memo no. 1774 dated 20.05.2021 submitted his reply stating that meter of the complainant was replaced vide MCO no. 63/33 Dated 18.12.2019. Now on receipt of complaint, the account of the complainant has been overhauled and Rs.148/- has been refunded as per Nigams norms. Complainant was not satisfied. Forum directed the respondent SDO to overhaul the complainants account from the actual date of replacement of old meter to date and provide the consumption data of the complainant's old meter for the last three years and up to date consumption record in respect of New Meter, confirm the defective period of the old meter, Sundry detail(showing period of charging, adjustment of already paid amount, subsidy, tariff etc.), Reason for delay in replacement of defective meter and also submit the detailed analyses report after physically verification of the site within fifteen days. No coercive action be taken till the disposal of the case. Now to come on next date of hearing on 26.07.2021.

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

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

**(SANJEEV CHOPRA)**  
**Chairperson**



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CASE NUMBER	DH / CGRF /3552/ 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	21.06.2021

**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. Vijay Singh S/O Sh. Om Parkash, Village Madhosinghana, Sirsa regarding non release of tubewell connection.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

Sh. Vijay Singh S/O Sh. Om Parkash, Village Madhosinghana, Sirsa applied for tubewell Connection at Village Livalwali with an application no.T15-1214-229 under SDO (OP) S/Divn. DHBVN, Madhosinghana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for tubewell Connection at Village Livalwali with an application no. T15-1214-229 during 12/2018 and had deposited the cost of estimate, Motor Cost etc. but connection has not been released as yet. 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 21.06.2021 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 21.062021. Complainant and respondent SDO were present. Respondent SDO did not submit his reply. However he informed that Motor has been allocated, all works including erection of Poles, Installation of DTF, Conductor etc, have been completed except GO Switch/Meter and assured that connection would be released within next 15 days. Forum directed the respondent SDO to get released the connection within 15 days as assured and also refund the differential cost of DTF, after due verification. Now to come on next date of hearing on 26.07.2021.

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

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

**(SANJEEV CHOPRA)**  
**Chairperson**

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CASE NUMBER	DH / CGRF /3513/ 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	21.06.2021

**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. Diwan Chand S/O Sh. Kesera Ram Village Jamal, Nathusari Chopta, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

Sh. Diwan Chand S/O Sh. Kesera Ram Village Jamal, Nathusari Chopta, Sirsa has an electricity connection with an account no. SN-41-0056 under SDO (OP) S/Divn. DHBVN, Nathsari. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he was paying his bills regularly as & when raised by the Nigam. But in the month of 11/2020, Nigam raised a bill for Rs. 29600/- for 2000 units and thereafter in the month of 01/2021 again issued a bill for Rs.80329/- showing 6584 units which was wrong and abnormally high. Now the respondent SDO has disconnected his supply. 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 21.06.2021 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 21.06.2021. Complainant and respondent SDO were present. Respondent SDO vide his memo no. 2055 dated 26.05.2021 submitted his reply stating that bills were issued on actual reading basis and the connection of the complainant has been disconnected due to non-payment of his dues as per norms of the Nigam. He further stated that on investigation, it was found that it was a case of blockage of meter reading since many years on the part of M/S HESL (Billing Agency). As such the account of the complainant has been overhauled since last two years to date .Rs. 23357/- has been adjusted. Now Rs.61793/- as on 19/05/2021 were outstanding. Copy of M&T Lab Sirsa, PDCO, Sundry Detail and Consumption data since 03/2019 to date of PDCO placed on record. Complainant was not satisfied. Forum directed the respondent SDO to provide the consumption data of the complainant's meter since 2011 to date of PDCO, and overhauling detail showing period of charging, adjustment of already paid amount, subsidy, tariff etc. complainant was also directed to Pay at least 40% of outstanding dues immediately after which the SDO should re-connect his connection within next two days. Now to come on next date of hearing on 26.07.2021.

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

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

**(SANJEEV CHOPRA)**  
**Chairperson**



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CASE NUMBER	DH / CGRF / 3523 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	21.06.2021

**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. Ghanshyam Dass, Biyani Wali Gali, Suratgarhia Bazar, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

## **INTERIM ORDER**

Sh. Charan Dass, Biyani Wali Gali, Suratgarhia Bazar. Sirsa has an electricity connection with an account no. 9163870000 under SDO (OP) IA,S/Divn. DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that the bill issued during March, 2021 for Rs.48478/- was showing the sundry charges of Rs.15500/-. On enquiry, he was told that the said amount was charged on account of MDI penalty but the said amount had already been paid him during 08/2019 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 21.06.2021 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 21.06.2021. Complainant and respondent SDO were present. Respondent SDO did not submit reply. He requested for another date to furnish detailed reply. Request allowed. During hearing, the complainant said that his meter was replaced during 01/2021 and since the date of installation of new meter to date, the bills were issued on average basis and on abnormally higher side. Forum directed the respondent SDO to get the revised bill issued from the date of actual replacement of old meter to date duly overhauled besides submission of detailed reply. Now to come on next date of hearing on 26.07.2021.

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

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

**(SANJEEV CHOPRA)**  
**Chairperson**