



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
website: 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

**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

Not 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. Now to come on next date of hearing on 24.05.2021

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

CASE NUMBER	DH / CGRF / 3524 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.04.2021

**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. Charan Singh, Mohta Market, Sirsa regarding wrong billing.
..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Charan Singh, Mohta Market Sirsa has an electricity connection with an account no. 2275670000 under SDO (OP) IA,S/Divn. DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that bill issued during March, 2021 for the period 08.11.2020 to 04.03.2021 for 6355 units was abnormally high and wrong which was because of meter jump/defective. As per temper Data provided of the lab testing of Meter, Old Meter was showing readings as 5266,5367.6,5537.6,5762.4,6028.2,6231.9,6462.9,6635.8,6745.2 units on dated 8.11.20,12.11.20,13.11.20,14.11.20,15.11.20,16.11.20,17.11.20,18.11.20 & 19.11.20 respectively. Finally, 11621units on the date of checking i.e. on dated 4.3.2021, which itself shows the erratic behavior of the Meter. Such a high consumption for NDS consumer having 1 kW load in a day was not possible. 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 did not submit reply. He requested for another date to furnish detailed reply. Request allowed. Forum directed to respondent SDO to provide the consumption data of the complainant's old meter for the last three years and up to date consumption in respect of New Meter, confirm the defective period of the old meter and also to submit the detailed analysis report after physical 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 24.05.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM 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 /3544/ 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	23.04.2021

**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, The. 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 his memo no. 1606 dated 22.04.201 submitted his reply stating that SDO M&T Lab Sirsa vide no. 2050 dated 24.09.2020 submitted his report & as per 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.

Now to come on next date of hearing on 24.05.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM 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 / 3545 / 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	23.04.2021

**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, 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 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 to respondent SDO to provide the consumption data of the complainant's 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.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson