	<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 / 3423 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	15.02.2021,22.03.2021,23.04.2021,21.06.2021& 26.07.21

**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(Through VC)

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 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.

Proceedings were held at Sirsa on 26.07.2021. Both complainant and the representative of respondent SDO were present. Representative of respondent SDO provided overhauling detail of account of complainant. After going through the overhauling detail as provided by the respondent SDO, complainant has submitted reconciliation statement showing the difference of RS.2014949/- between the amount billed and amount paid during such period. The same was shared on whatsapp to the representative of SDO for their comments, but was pending as yet. Forum viewed seriously the casual approach of SDO & directed to provide final reconciliation statement along with comments thereupon within week's time to the Forum with a copy to the complainant without fail. Now to come on next date of hearing on 29.08.2021

(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 / 3545 / 2021
DATE OF INSTITUTION	19.04.2021
DATES OF HEARING	23.04.2021,21.06.2021&26.07.21

**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 Indl. Area S/Divn., DHBVN, Sirsa

..... Respondents

Appearance:

For Complainant

Not present

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 6.00 PM due to pandemic covid 19 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 respondent SDO to provide the consumption data of the complainant's old meter for the last three years and up 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 had informed timely and also submitted 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.

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 complainant's account was 08.06.2020 to 11.09.2020, Meter was got tested from M&T Lab Hisar and as per test report, reading could not be retrieved. The delay in replacement of meter was due to non-issuing of


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. As far as submission of Local administration order regarding opening of shops on alternate days with restricted timings was concerned, both of them requested for another date. Request allowed.

Proceedings were held at Sirsa on 26.07.2021. Complainant was not present but respondent SDO was present. Respondent SDO requested for next date for the submission of Local administration order regarding opening of shops on alternate days with restricted timings. Request allowed. However, Forum also directed the complainant to ensure his presence on next date along with documentary proof of Local administration, if any, as last opportunity. Now to come on next date of hearing on 29.08.2021.

(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&26.07.2021

**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, Nathusari. 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.

Proceedings were held at Sirsa on 26.07.2021. Complainant and respondent SDO were present. Respondent SDO placed on record the consumption data of the complainant's meter since 2011 to date of PDCO and also informed that complainant has not deposited 40% of outstanding dues as yet. Forum directed to the complainant 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 29.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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CASE NUMBER	DH / CGRF /3607/ 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	26.07.2021

**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. Krishan Veer S/O Sh. Ranjit Singh 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. Krishan Veer S/O Sh. Ranjit Singh, Village Panjuana, Sirsa has an electricity connection with an account no. T13-SP29-0114 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 March 2021 and was creeping without load. He also placed on record copy of LL1 dated 20.03.2021 in which accuracy /Working of the meter was shown as "Meter running without putting load " but surprisingly, I received notice to pay Rs. 63173/- 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 26.07.2021 at Sirsa for hearing of the case.

Proceedings were held at Sirsa on 26.07.2021. Complainant and respondent SDO were present. Respondent SDO vide his memo no. 2619 dated 26.07.2021 submitted his reply stating that meter of the complainant was replaced vide LL1 No. 20/4457 dated 20.03.2021 and sent to M&T Lab Sirsa. After that M&T, Lab Sirsa submitted his report vide his memo no. 617 dated 06.0.2021 stating that working of the meter was within permissible Limit and shown FR 19059 Unit. Hence as per report, bill was raised to the complainant for the differential reading as per norms. Copy of LL1 and M&T Lab Sirsa report placed on record. Complainant was not satisfied. Forum directed the respondent SDO to get the meter checked from the manufacturer firm and submit report along with consumption data of the complainant's old meter for the last three years and up to date consumption record in respect of New Meter well before the next date of hearing. Now to come on next date of hearing i.e on 29.08.2021.

(MANOJ YADAV)
Member Technical

(NARESH K. MEHTA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson