



CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
Telephone No. 01242971798  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID: [cgrf@dhbvn.org.in](mailto:cgrf@dhbvn.org.in))

CASE NUMBER DH/CGRF	4503/GGN/2023
DATE OF INSTITUTION	07.06.2023
DATES OF HEARING	12.06.2023

**BEFORE THE  
CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**

Present:

ANIL KUMAR VIJ	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL
SUSHILA KUMARI	MEMBER ACCOUNTS

In the matter of complaint of Sh. Raman Aggarwal, M/s Shri Ram Fabrics, Industrial Area, Bhiwani regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP City Divn., DHBVN, Bhiwani  
SDO/OP S/U S/Divn. No. 1, Bhiwani

..... Respondents

Appearances

For Complainant

Present

For Respondent

SDO



### **INTERIM ORDER**

Sh. Raman Aggarwal, M/s Shri Ram Fabrics, Industrial Area, Bhiwani is consumer of DHBVN bearing account no. 1585781489 under SDO (OP) Sub-Urban S/Divn. No.1, DHBVN, Bhiwani. The Forum has jurisdiction to hear the complaint.

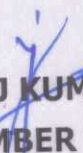
Complainant has filed the present complaint stating that respondent SDO is violating the instructions of the HERC on the below mentioned points:-


- i) Exemption of FSA on electricity bill issued on or after 30/07/2021. Refund of FSA charged on bill on or after 30.07.2021 alongwith interest 18% per annum.
  - ii) Charging fix charges @170 KVA instead of 165 KVA for the period April 2021 to July 2021 and refund of difference of fix charges excess charged with 18% interest.
  - iii) Exemption of ED and refund of ED charged so far.
- 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 12.06.2023 at Bhiwani for hearing of the case.

Proceedings were held on 12.06.2023. Both, the SDO and the representative of the complainant contacted telephonically. The S/Divn. submitted reply vide his office memo No. 131 dated 12.06.2023. The representative of the consumer was intimated about the reply submitted by the S/Divn. in the Forum. The SDO was directed to give the reply to the complainant. The representative of the complainant argued that he will go through the reply of the S/Divn. and requested for next date of hearing. The Forum observed and decided to give the next date of hearing. The next date of hearing is fixed on 28.06.2023 for arguments. Both the parties are directed to appear before the Forum on 28.06.2023 through V.C.

  
(SUSHILA KUMARI)  
MEMER ACCOUNTS

  
(RAJ KUMAR)  
MEMBER TECHNICAL

  
(ANIL KUMAR VIJ)  
CHAIRPERSON





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CASE NUMBER DH/CGRF	4505/GGN/2023
DATE OF INSTITUTION	09.06.2023
DATES OF HEARING	12.06.2023

**BEFORE THE  
CORPORATE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**

Present:

ANIL KUMAR VIJ	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL
SUSHILA KUMARI	MEMBER ACCOUNTS

In the matter of complaint of Sh. Ram Chander, M/s Aditya Non-Woven Fabrics Pvt.Ltd. Bhiwani regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP City Divn., DHBVN, Bhiwani  
SDO/OP S/U S/Divn. No. 1, Bhiwani

..... Respondents

Appearances

For Complainant

Present on telephone

For Respondent

SDO



### **INTERIM ORDER**

Sh. Ram Chander, M/s Aditya Non-Woven Fabrics Pvt.Ltd. is consumer of DHBVN bearing account no. 5378543891 under SDO (OP) Sub-Urban S/Divn. No.1, DHBVN, Bhiwani. The Forum has jurisdiction to hear the complaint.


Complainant has filed the present complaint stating that respondent SDO is violating the instructions of the HERC on the below mentioned points:-


- iv) Exemption of FSA on electricity bill issued on or after 30/07/2021. Refund of FSA charged on bill on or after 30.07.2021 alongwith interest 18% per annum.
  - v) Charging fix charges @170 KVA instead of 165 KVA for the period April 2021 to July 2021 and refund of difference of fix charges excess charged with 18% interest.
  - vi) Exemption of ED and refund of ED charged so far.
- 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 12.06.2023 at Bhiwani for hearing of the case.

Proceedings were held on 12.06.2023. Both, the SDO and representative of the complainant contacted telephonically. The S/Divn. submitted reply vide his office memo No. 134 dated 12.06.2023. The representative of the consumer was intimated about the reply submitted by the S/Divn. in the Forum. The SDO was directed to give the reply to the complainant. The representative of the complainant argued that he will go through the reply of the S/Divn. and requested for next date of hearing. The Forum observed and decided to give the next date of hearing. The next date of hearing is fixed on 28.06.2023 for arguments. Both the parties are directed to appear before the Forum on 28.06.2023 through V.C.

  
(SUSHILA KUMARI)  
MEMER ACCOUNTS

  
(RAJ KUMAR)  
MEMBER TECHNICAL

  
(ANIL KUMAR VIJ)  
CHAIRPERSON