



**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 No. DH/CGRF-	3704/2021
Date of Institution:	24.08.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Kumar Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of M/s. BR Gwar Gum, Gaindawas, Siwani,
Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/s. BR Gwar Gum, Gaindawas, Siwani, Bhiwani, has been consumer of DHBVN bearing account no. JKHT-0001 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit was situated in Rural area of Siwani. He has an electricity connection from Rural feeder. As per sales circular No. D-16/2011 PLEC charge are not levy-able. He also visited respondent SDO office many times but no action has been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1177 dated 28.08.2021 stating that the premises of complainant falls on NH-52 before Village Gaindawas. The supply of the consumer was running as per Urban pattern. 11 KV Jhumpa Feeder was bifurcated in 2018 and after 2018 this feeder was running up to the complainant premises but before 2018 also, the main G.O switch was installed after the complainant premises. The supply before 2018 also given as per urban pattern by opening of GO switch which was installed after the premises of complaint. Hence PLEC is chargeable as per Nigam Circular. Forum directed respondent SDO to investigate the facts as submitted by the complainant and submit the detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 1445 dated 22.09.2021 stating that before bifurcation of 11 kV Jhumpa feeder in 2018, the premises of complainant used to run on urban mode only as the GO switch for disconnecting supply to villages was installed after his premises. After 2018, the feeder was bifurcated and since then the feeder itself is an urban feeder. Therefore, at no point of time the premises of the complainant was subjected to restricted supply of a rural feeder. Hence PLEC is chargeable as per Nigam Circular. Forum directed respondent SDO to find out if the meter installed at complainant's connection can be downloaded for the supply availability data of the period prior as well as after bifurcation of feeder in 2018. The Forum


also directed the complainant to place on record the proof in support of his claim that he had been getting electricity as per rural schedule. Now to come on next date of hearing on 29.10.2021.

Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. The Forum observed that whereas SDO maintained that the premises of complainant used to run on urban mode, the complainant maintained that the premises used to run on rural mode. The Forum observed that in the absence of a proper proof, it was difficult for the Forum to assume this way or that way. The Forum observed that since it was an HT connection and the meter must have been downloaded many times at the time of taking monthly readings, the running hours data can only prove the matter. The Forum directed SDO to find out if any such data could be made available and placed on record on the next date of hearing. Now to come for hearing on the next date of hearing on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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)
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Case No. DH/CGRF-	3716/2021
Date of Institution:	27.08.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of M/s Radhey Govind Enterprises Main Bazar Dighawa Mandi, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Dighawa.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/s Radhey Govind Enterprises Main Bazar Dighawa Mandi, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B24-DGHT-0002 under SDO (OP) S/Divn., DHBVN, Dighawa, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his industrial unit is situated in Dighawan (Bhiwani) and was getting the supply from Rural feeder till 04.03.2019 (on 04.03.2019 their feeder changed to industrial feeder). As per the Nigam's instructions the PLEC are not leviable. He also visited respondent SDO office but no action has been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit reply and requested for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.


Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1968 dated 16.09.2021 stating that an amount of Rs. 301764/- which had been charged from 09/2014 to 02/2019 against PLEC charges have been adjusted in complainant's account. The Forum asked the complainant to go through the calculation of amount so calculated and apprise the Forum on the next date of hearing. Now to come on next date of hearing on 29.10.2021.

Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO had submitted reply vide memo no. 1968 dated 16.09.2021 stating that an amount of Rs. 301764/- which had been charged from 09/2014 to 02/2019 against PLEC charges had been adjusted in complainant's account. But the complainant argued that the PLEC charges levied from 4/2014 to 9/2014 have not been refunded and placed on record the detail of PLEC charges levied along with copies of the bills from 4/2014 to 9/2014. The Forum asked the SDO to go through the record submitted by the complainant and apprise the Forum on the next date of hearing. Now to come on next date of hearing on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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)
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Case No. DH/CGRF-	3680/2021
Date of Institution:	26.07.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Manish Goyal C/o Shree Sita Ram Oil Mills Dighawa Mandi, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Dighawa.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Manish Goyal C/o Shree Sita Ram Oil Mills Dighawa Mandi, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B24-DGHT-0003 under SDO (OP) S/Divn., DHBVN, Dighawa, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his industrial unit is situated in Dighawa (Bhiwani) and getting the supply from Rural feeder till 04.03.2019 (on 04.03.2019 their feeder changed to industrial feeder). As per the Nigam's instructions the PLEC are not leviable. He also visited respondent SDO office but no action has been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO has submitted his reply vide No. 1637 dated 23.08.2021 stating that the supply of said connection feeding through Industrial feeder w.e.f. 03.03.2019 from 132 KVA S/Stn. Dhigawa Jattan. Forum directed respondent SDO to furnish detailed reply specific on the complaint. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1969 dated 16.09.2021 stating that an amount of Rs. 364362/- which had been charged from 09/2014 to 02/2019 against PLEC charges have been adjusted in complainant's account. The Forum asked the complainant to go through the calculation of amount so calculated and apprise the Forum on the next date of hearing. Now to come on next date of hearing on 29.10.2021.


Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO had submitted reply vide memo no. 1968 dated 16.09.2021 stating that an amount of Rs. 364362/- which had been charged from 09/2014 to 02/2019 against PLEC charges had been adjusted in complainant's account. But the complainant argued that the PLEC charges levied from 4/2014 to 9/2014 have not been refunded and placed on record the detail of PLEC charges levied along with copies of the bills from 4/2014 to 9/2014. The Forum asked the SDO to go through the record

submitted by the complainant and apprise the Forum on the next date of hearing.
Now to come on next date of hearing on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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)
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Case No. DH/CGRF-	3717/2021
Date of Institution:	27.08.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Smt. Seema M/s. Shiv Oil Mill Dhanger Road, Jui, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Jui.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Smt. Seema M/s. Shiv Oil Mill Dhanger Road, Jui, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B23-KAHT-0001 under SDO (OP) S/Divn., DHBVN, Jui, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that she had opted for TOD/TOU tariff applicable for the year 2017-18, 2018-19 and 2019-20 respectively but the benefit of same was not given to her. She also visited respondent SDO office but no action had been taken. 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 31.08.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit his reply and requested for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1738 dated 30.09.2021 stating that TOU / TOD benefit for the years 2017-18 and 2018-19 has been calculated and sent to division office for approval and that it would be reflected in the next bill. Copy of detail has been provided to the complainant as well. Forum directed the complainant to check up the calculation and come out with his statement on the issue on the next date of hearing. Now to come on next date of hearing on 29.10.2021.


Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO had submitted reply vide memo no. 1738 dated 30.09.2021 stating that TOU / TOD benefit for the years 2017-18 and 2018-19 had been calculated and sent to division office for approval and that it would be reflected in the next bill. Copy of detail had been provided to the complainant as well. The complainant submitted that the amount calculated for refund was not correct.

The Forum directed the complainant to give his set of calculations so that the subdivision can comment on that. Now to come on next date of hearing on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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)
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Case No. DH/CGRF-	3718/2021
Date of Institution:	27.08.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of M/s. Sidhi Vinayak Enterprises Pokharwas, Jui, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Jui.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/s. Sidhi Vinayak Enterprises Pokharwas, Jui, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B23-SSHT-0001 under SDO (OP) S/Divn., DHBVN, Jui, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had opted for TOD/TOU tariff applicable for the year 2017-18, 2018-19 and 2019-20 respectively but the benefit of same was not given to him. He also visited respondent SDO office but no action has been taken.. 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 31.08.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit his reply and requested for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO submitted reply vide memo no. 1739 dated 30.09.2021 stating that TOU / TOD benefit for the years 2017-18 and 2018-19 has been calculated and sent to division office for approval and that it would be reflected in the next bill. Copy of detail has been provided to the complainant as well. Forum directed the complainant to check up the calculation and come out with his statement on the issue on the next date of hearing. Now to come on next date of hearing on 29.10.2021.


Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO had submitted reply vide memo no. 1738 dated 30.09.2021 stating that TOU / TOD benefit for the years 2017-18 and 2018-19 had been calculated and sent to division office for approval and that it would be reflected in the next bill. Copy of detail had been provided to the complainant as well. The complainant submitted that the amount calculated for refund was not correct.

The Forum directed the complainant to give his set of calculations so that the subdivision can comment on that. Now to come on next date of hearing on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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)
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Case No. DH/CGRF-	3668/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Smt. Kiran, Uttam Nagar, Bhiwani, Distt. Bhiwani,
regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) No. 2 S/Divn., DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Respondent SDO

INTERIM ORDER

Smt. Kiran, Uttam Nagar, Bhiwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. 3242311000 under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that her industrial unit is outside the Municipal limit of Bhiwani and therefore MC Tax was not leviable on electricity unit. She also visited respondent SDO office but no action has been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

The proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply. Forum viewed seriously the casual approach of the respondent SDO and as last opportunity directed SDO to process the refund case as per prevailing instruction of the Nigam after due verification of the facts that complainant's unit was situated outside the M.C. Limit of Bhiwani or not and furnish a detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.


The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply but told that he was personally taking up the matter with local municipal committee and was expecting a confirmation from there. Therefore, by the next date of hearing, he would be able to submit detailed reply. Forum told SDO that it was his last opportunity to defend the Nigam's case. The next date of hearing is fixed on 29.10.2021.

Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply but told that by the next date of hearing, he would be able to submit detailed reply. Forum told SDO that it was his last opportunity to submit reply and defend the Nigam's case. The next date of hearing is fixed on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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)
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Case No. DH/CGRF-	3669/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Smt. Kusum Rani, Uttam Nagar, Bhiwani, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) No. 2 S/Divn., DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Smt. Kusum Rani, Uttam Nagar, Bhiwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. 304548000 under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that her industrial unit is outside the Municipal limit of Bhiwani, MC Tax is not leviable on electricity unit. She also visited respondent SDO office but no action has been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

The proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply. Forum viewed seriously the casual approach of the respondent SDO and as last opportunity directed SDO to process the refund case as per prevailing instruction of the Nigam after due verification of the facts that complainant's unit is situated outside the M.C. Limit of Bhiwani or not and furnish his detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.


The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply but told that he was personally taking up the matter with local municipal committee and was expecting a confirmation from there. Therefore, by the next date of hearing, he would be able to submit detailed reply. Forum told SDO that it was his last opportunity to defend the Nigam's case. The next date of hearing is fixed on 29.10.2021.

Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply but told that by the next date of hearing, he would be able to submit detailed reply. Forum told SDO that it was his last opportunity to submit reply and defend the Nigam's case. The next date of hearing is fixed on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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)
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Case No. DH/CGRF-	3672/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Sushil Kumar Meham Road, Bhiwani, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) No. 2 S/Divn., DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Sushil Kumar Meham Road, Bhiwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B-12-CH31-0012-A under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit falls in C block and as per the Haryana Govt. Policy he is eligible for the power subsidy of Rs. 2/Unit since 01/11/2018. He also visited respondent SDO office many times but no action have been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

The proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply. Forum viewed seriously the casual approach of the respondent SDO and as last opportunity directed SDO to submit detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.

The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO submitted reply vide memo no. 18 dated 29.09.2021 stating as per the State Government Notification, the complainant's premises does not fall in category "C" or "D" of the block Bhiwani. And as such, the benefit of Rs. 2/- subsidy was not available. The Forum asked the complainant to prove his point by submitting the proof, if any. Next date of hearing is fixed on 29.10.2021.


Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO had submitted reply vide memo no. 18 dated 29.09.2021 stating that as per the State Government Notification, the complainant's premises did not fall in category "C" or "D" of the block Bhiwani. And as such, the benefit of Rs. 2/- subsidy was not available. The complainant placed on record the notification issued by the state government which he said proved that the complainant's premises fell under category "C" and "D" blocks of Bhiwani district. But the SDO said that the instructions issued by the Nigam and the list annexed still did not show the same. The Forum asked the SDO to get the necessary clarifications from the Commercial wing and submit detailed reply in this regard by the next date of hearing. to prove his point by

submitting the proof, if any. Next date of hearing is fixed on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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)
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Case No. DH/CGRF-	3673/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Naveen Kumar Uttam Nagar, Bhiwani, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) No. 2 S/Divn., DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Naveen Kumar, Uttam Nagar, Bhiwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B-12-MA41-0016 (MS-0152) clubbed in another account No. 933959692 during 2018 under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit situated outside the M.C. limit of Municipal Corporation of Bhiwani. As per the law M.C. Tax was not leviable on electricity units consumed. He also visited respondent SDO office many times but no action have been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

The proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply. Forum viewed seriously the casual approach of the respondent SDO and as last opportunity directed SDO to process the refund case as per prevailing instruction of the Nigam after due verification of the facts that complainant's unit is situated outside the M.C. Limit of Bhiwani or not and furnish his detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.

The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply but told that he was personally taking up the matter with local municipal committee and was expecting a confirmation from there. Therefore, by the next date of hearing, he would be able to submit detailed reply. Forum told SDO that it was his last opportunity to defend the Nigam's case. The next date of hearing is fixed on 29.10.2021.

Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply but told that by the next date of hearing, he would be able to submit detailed reply. Forum told SDO that it was his last opportunity to submit reply and defend the Nigam's case. The next date of hearing is fixed on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP KOHAN)
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 No. DH/CGRF-	3675/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Suresh Kumar, Devsar, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) No. 2 S/Divn., DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Suresh Kumar, Devsar, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B-12-HL31-0047 under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit falls in C block and as per the Haryana Govt. Policy he is eligible for the power subsidy of Rs. 2/Unit since 01/11/2018. He also visited respondent SDO office many times but no action has been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

The proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply. Forum viewed seriously the casual approach of the respondent SDO and as last opportunity directed SDO to submit detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.

The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO submitted reply vide memo no. 16 dated 29.09.2021 stating as per the State Government Notification, the complainant's premises does not fall in category "C" or "D" of the block Bhiwani. And as such, the benefit of Rs. 2/- subsidy was not available. The Forum asked the complainant to prove his point by submitting the proof, if any. Next date of hearing is fixed on 29.10.2021.

Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO had submitted reply vide memo no. 18 dated 29.09.2021 stating that as per the State Government Notification, the complainant's premises did not fall in category "C" or "D" of the block Bhiwani. And as such, the benefit of Rs. 2/- subsidy was not available. The complainant placed on record the notification issued by the state government which he said proved that the complainant's premises fell under category "C" and "D" blocks of Bhiwani district. But the SDO said that the instructions issued by the Nigam and the list annexed still did not show the same. The Forum asked the SDO to get the necessary clarifications from the Commercial wing and submit detailed reply in this regard by the next date of hearing. to prove his point by submitting the proof, if any. Next date of hearing is fixed on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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 No. DH/CGRF-	3691/2021
Date of Institution:	03.08.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of M/s Indus Towers Ltd. Indra Colony Bhiwani, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/s Indus Towers Ltd., Indra Colony, Bhiwani, Distt. Bhiwani, has been consumer of DHBVN bearing account no. 4796180000 under SDO (OP) No. 1 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that in his bill issued in December 2020, a sum of Rs. 526442/- has been debited in the account without following the procedure laid down in the Regulation 6.10.4 of HERC Regulation 29/2014 and without providing any opportunity to the consumer to explain his position. He also visited respondent SDO office many times but no action have been taken so far. 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 31.08.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit his reply and requested for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. The SDO submitted reply vide memo no. 8027 dated 29.09.2021 stating that the complainant's contention that same amount had been charged twice was not correct. The SDO in his reply said that the two amounts charged were different. Copy of the reply was given to the complainant and was asked to verify the facts as disclosed by the SDO. Now to come on next date of hearing on 29.10.2021.

Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. The SDO again submitted that the complainant's contention that same amount had been charged twice was not correct and that the two amounts charged were different. The Forum again directed the complainant to submit his comments on the SDO's reply and come up with detailed submission by the next date of hearing.

Now to come on next date of hearing on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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 No. DH/CGRF-	3670/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Suresh Kumar, Tosham, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) City Sub Divn., DHBVN, Tosham 1.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Suresh Kumar, Tosham, Distt. Bhiwani, has been consumer of DHBVN bearing account no. B-14-TS31-67 under SDO (OP) S/Divn., DHBVN, Tosham. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit falls in C block and as per the Haryana Govt. Policy he is eligible for the power subsidy of Rs. 2/Unit since 01/11/2018. He also visited respondent SDO office many times but no action has been taken so far. 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 31.08.2021 at Bhiwan for hearing of the case.

Proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. SDO did not submit his reply and made a request for next date of hearing. Forum directed respondent SDO to furnish detailed reply. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The complainant was not present but SDO was present. SDO submitted his reply vide memo no. 6106 dated 29.09.2021 that meter of the complainant had gone defective and because the meter was not available. The Forum observed that complainant's issue was not the defective meter or its replacement. The complaint was regarding benefit of Rs. 2/- subsidy on account of the premises falling under block "C" or "D" as per government notification. The Forum directed respondent SDO to furnish detailed reply related to the issue raised in the complaint. Now to come on next date of hearing on 29.10.2021.

Proceedings were held on 29.10.2021 at Bhiwani. The complainant was not present but SDO was present. The Forum again observed that complainant's issue was not the defective meter or its replacement. The complaint was regarding benefit of Rs. 2/- subsidy on account of the premises falling under block "C" or "D" as per government notification. The Forum again directed respondent SDO to furnish detailed reply related to the issue raised in the complaint.

Now to come on next date of hearing on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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 No. DH/CGRF-	3402/2021
Date of Institution:	22.01.2021
Date of Hearing:	26.2.2021, 31.03.2021, 29.06.2021, 29.07.2021, 31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Ankur Kaushik s/o Sh. Pardeep Kaushik near Fancy Chowk, Naya Bazar, Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Ankur Kaushik S/o Sh. Pardeep Kaushik near Fancy Chowk, Naya Bazar, Bhiwani has been consumer of DHBVN bearing account no.8851500455 under SDO (OP) sub urban no.1 S/Divn., DHBVN, Bhiwani. hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that during Aug., 2020, reading of electric meter jumped and the same was got checked but he was not satisfied with the checking report because the consumption shown was extra ordinarily high. 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 26.02.2021 at Bhiwani for hearing of the case.

Proceedings were held on 26.02.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO did not submit reply. Forum directed respondent SDO to submit lab. test report, load survey/temper data and retrieved reading for max. period as possible and consumption data for last 3 years.

Proceedings were held on 31.03.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO submitted his reply vide No. nil dated nil stating that bill of the complainant was correct and also placed on record the lab. test report, load survey/temper data and consumption data of last 3 years. Complainant was not satisfied and he wanted to get his meter checked from the manufacturer firms. Forum also observed that the consumption between 1.07.2020 to 01.08.2020 was abnormally high, therefore allowed checking and directed the complainant to deposit Lab testing fee within seven days and respondent SDO to get checked the same in next 15 days by deputing representative and submit lab. test report/ analyses report. No coercive action be taken till disposal of the case.

Proceedings were held on 29.06.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO did not submit his reply. However he informed that meter of the complainant has been sent to manufacturer firms and report awaited as yet. Forum directed respondent SDO to get checked the same in next 15 days by deputing representative and submit lab. test report/ analyses report.

Proceedings were held on 29.07.2021 at Bhiwani. The complainant and

respondent SDO were present. SDO submitted his reply vide no. 7380 dated 29.07.2021 stating that meter testing report from the manufacturer firm was received and placed on record. As per report, the "R" phase input side terminal of meter was found in burnt condition so checking of accuracy in "R" phase was not possible. Accuracy tested in "Y" & "B" phase and found within permissible limit. Forum directed respondent SDO to refer the case to XEN/M&P Bhiwani for obtaining expert opinion specially w.r.t. the complaint of the complainant and submit the report of XEN/M&P well before the next date of hearing.

Proceedings were held on 31.08.2021 at Bhiwani. The complainant and respondent SDO were present. SDO did not submit his reply however informed that report was still awaited from XEN/M&P Bhiwani. Forum directed respondent SDO to pursue the case with XEN/M&P Bhiwani for obtaining expert opinion specially w.r.t. the complaint of the complainant and submit the report within 15 days. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted his reply vide memo no. 8026 dated 29.09.2021 annexing thereby the report of manufacturer. The Forum advised the SDO to send the copy of report of manufacturer to the concerned M&P and get his report before any decision is taken by the Forum. Forum directed respondent SDO to pursue the case with XEN/M&P Bhiwani and submit the report within 15 days. Now to come on next date of hearing on 29.10.2021.

Proceedings were held on 29.10.2021 at Bhiwani. The complainant and respondent SDO were present. SDO had submitted his reply vide memo no. 8026 dated 29.09.2021 annexing thereby the report of manufacturer. The Forum observed that going by the consumption data placed on record by the subdivision, there was no reason to believe that meter had jumped. Similar was the report from XEN M&P. The Forum directed the complainant to go through the various submissions made by the subdivision including the report of meter from manufacturer as well as from M&P XEN and come out with his submissions on these reports by the next date of hearing. Now to come on next date of hearing on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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 No. DH/CGRF-	3468/2021
Date of Institution:	03.03.2021
Date of Hearing:	31.03.2021, 29.06.2021, 29.07.2021, 31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Rajender Kaushik S/O Sh. Fateh Chand Kaushik,
S-883, Kirti Nagar, Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Rajender Kaushik S/O Sh. Fateh Chand Kaushik, S-883 Kirti Nagar, Bhiwani has been consumer of DHBVN bearing account no.0642080000 under SDO (OP) sub urban no.1 S/Divn., DHBVN, Bhiwani. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that during March 2020, reading of electric meter jumped and the same was got checked but he was not satisfied with the checking report since the consumption shown was extra ordinarily high. 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 31.03.2021 at Bhiwani for hearing of the case.

Proceedings were held on 31.03.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO submitted his reply vide No. 6423 dated 31.03.2021 stating that bill of the complainant was correct. And also placed on record lab. Test report, load survey/temper data and consumption data of last 3 years. Complainant was not satisfied and he wanted to get his meter checked from the manufacturer firm. Forum allowed and directed the complainant to deposit Lab testing fee within seven days and respondent SDO to get checked the same in next 15 days by deputing representative and submit lab. Test report/ analyses report along with consumption data of last 3 years/analyses report of Lab/Test report of DHBVN lab. Respondent SDO was also directed to replace the existing meter immediately. No coercive action be taken till disposal of the case.

Proceedings were held on 29.06.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO did not submit his reply. However he informed that meter of the complainant has been sent to manufacturer firms and report awaited as yet. Forum directed respondent SDO to get checked the same in next 15 days by deputing representative and submit lab. Test report/ analyses report.

Proceedings were held on 29.07.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted his reply vide no. 7381 dated 29.07.2021 stating that meter testing report from the manufacturer firm was received and placed on record. Forum directed respondent SDO to refer the case to XEN/M&P Bhiwani for obtaining expert opinion specially w.r.t. the complaint of the complainant and submit the report of XEN/M&P well before the next date of

hearing.

Proceedings were held on 31.08.2021 at Bhiwani. The complainant and respondent SDO were present. SDO did not submit his reply however inform that report still awaited from XEN/M&P Bhiwani. Forum directed respondent SDO to pursue the case with XEN/M&P Bhiwani for obtaining expert opinion specially w.r.t. the complaint of the complainant and submit the report within 15 days. Now to come on next date of hearing on 30.09.2021.

Proceedings were held on 30.09.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted his reply vide memo no. 8028 dated 29.09.2021 annexing thereby the report of manufacturer. The Forum advised the SDO to send the copy of report of manufacturer to the concerned M&P and get his report before any decision is taken by the Forum. Forum directed respondent SDO to get the meter tested at M&T lab in presence of the meter and submit the report within 15 days. Now to come on next date of hearing on 29.10.2021.

Proceedings were held on 29.10.2021 at Bhiwani. The complainant and respondent SDO were present. The Forum had advised the SDO to send the copy of report of manufacturer to the concerned M&P and get his report before any decision is taken by the Forum. Forum had also directed the SDO to get the meter tested at M&T lab in presence of the meter and submit the report within 15 days. The SDO submitted reply vide memo no. 8350 dated 27.10.2021 stating that M&P had submitted reply that since Optical Port was not available, further checking was not possible. The Forum directed the XEN M&P Bhiwani on phone to check up the matter personally and report on the matter by the next date of hearing. Now to come on next date of hearing on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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 No. DH/CGRF-	3454/2021
Date of Institution:	22.02.2021
Date of Hearing:	31.03.2021, 29.06.2021, 29.07.2021, 31.08.2021, 30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Pawan Kumar, 01, Uttam Nagar, Loharu Road,
Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/U No.11 S/Divn., DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Sh. Pawan Kumar, 01, Uttam Nagar, Loharu Road, Bhiwani has been consumer of DHBVN bearing account no.9332959692 under SDO (OP) sub urban no.11 S/Divn., DHBVN, Bhiwani. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating therein that his unit is situated outside the M.C. Limit of Bhiwani but respondent Nigam was charging M.tax since the date of connection. As such requested to get refund the same. 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 31.03.2021 at Bhiwani for hearing of the case.

The proceedings were held on 31.03.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply. Requested for another date to furnish his detailed reply. Forum directed to the respondent SDO to furnish his detailed reply without fail.

The proceedings were held on 29.06.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO submitted his reply vide no.2423 dated 28.06.2021 stating therein that BR for the credit of Rs.196911/- has been initiated by this office but the same was returned from CBO for providing copy of CGRF order. Reply not satisfactory. Forum directed to the respondent SDO to process the refund case as per prevailing instruction of the Nigam after due verification of the facts that complainants unit is situated outside the M.C. Limit of Bhiwani or not and furnish his detailed reply without fail within 10 days without fail.

The proceedings were held on 29.07.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply. Forum viewed seriously the casual approach of the respondent SDO and as last opportunity directed SDO to process the refund case as per prevailing instruction of the Nigam after due verification of the facts that complainant's unit is situated outside the M.C. Limit of Bhiwani or not and furnish his detailed reply without fail within 10 days without fail.

The proceedings were held on 31.08.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit his reply. Forum viewed seriously the casual approach of the respondent SDO and as last opportunity directed SDO to process the refund case as per prevailing instruction of the Nigam after due verification of the facts that complainant's unit is situated outside the M.C. Limit of Bhiwani or not and furnish his detailed reply without fail within 10 days. The next date of hearing is fixed on 30.09.2021.

The proceedings were held on 30.09.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit any fresh reply but told that the Municipal Committee had not yet confirmed whether the premises of the complainant fell outside MC limit. But the complainant submitted a copy of the letter which showed confirmation from the municipal committee that the premises fell outside the MC limits. Copy of the letter was handed over to SDO. The Forum asked the SDO to take note of the letter so submitted by the complainant and come up with his detailed reply by the next date of hearing. Next date of hearing is fixed on 29.10.2021.

The proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit any fresh reply but told that the Municipal Committee had confirmed that the premises of the complainant fell outside MC limit and the M Tax issue had been resolved. The complainant was satisfied with the resolution but submitted that issue of ED refund was still pending. The Forum asked the SDO to look into the matter of ED refund and come up with his detailed reply by the next date of hearing. Next date of hearing is fixed on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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 No.	3760/2021
Date of Institution:	20.09.2021
Date of Hearing:	30.09.2021, 29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Shiv Kumar, VPO Chang, District Bhiwani,
regarding wrong deduction from his account.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) No. 2 S/Divn., DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Shiv Kumar, VPO Chang, is a consumer of DHBVN bearing account no. B-12-CH 31-0002 under SDO (OP) No. 2 S/Divn., DHBVN, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that due to wrong bill generated by the subdivision, his account has been debited an amount of Rs. 143000/- without any fault on his part. That he has been running from pillar to post to get his grievance redressed but no one has been listening. He also visited respondent SDO office many times but no action has been taken so far. 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 30.09.2021 at Bhiwani for hearing of the case.

Proceedings were held on 30.09.2021 at Bhiwani. The complainant and respondent SDO were present. SDO did not submit his reply but told that he was personally taking up the matter with the HQ for confirmation of amount having been debited in to DHBVN account and that he would be able to submit reply and make corrections by the next date. The next date of hearing is fixed on 29.10.2021.

Proceedings were held on 29.10.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO did not submit his reply but told that he was personally taking up the matter with the HQ. The Forum observed that the subdivision had not made efforts to redress the grievance. A consumer was being harassed for no fault on his part. That an amount of Rs. 143265/- which had been wrongly debited from his account has not yet been refunded. The Forum directed the SDO to personally take up the issue with FA HQ and get the above amount credited back into the complainant's account within 15 days with confirmation to the Forum. The next date of hearing is fixed on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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 No. DH/CGRF-	3825/2021
Date of Institution:	25.10.2021
Date of Hearing:	29.10.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Kamruddin c/o IDGAH, M C Colony,Bhiwani regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn. DHBVN, Bhiwani.
SDO (OP) S/U No.11 S/Divn., DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of respondent SDO

INTERIM ORDER

Sh. Kamruddin c/o IDGAH, M c Colonby, Bhiwani has been consumer of DHBVN bearing account no. 0847380000 under SDO (OP) sub urban no. 1 S/Divn., DHBVN, Bhiwani. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his bill in November 2019 was wrong and highly inflated. That he has been pursuing the matter with subdivision for correction but nothing has been done so far. 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 29.10.2021 at Bhiwani for hearing of the case.

Proceedings were held on 29.10.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit any reply but told that he would submit complete details by the next date. Next date of hearing is fixed on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
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 No. DH/CGRF-	3824 / 2021
Date of Institution:	25.10.2021
Date of Hearing:	29.10.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical

In the matter of complaint of Sh. Sanjay Kumar, VPO Singhani, Tehsil Loharu, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn., DHBVN, Dighawa.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Sanjay Kumar, VPO Singhani, The Loharu, Bhiwani, has been consumer of DHBVN bearing account no. B24-1220-08 under SDO (OP) S/Divn., DHBVN, Dighawa, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for connection as per rules and had got the material erected through a contractor under self execution scheme and had paid all the dues. The connection was also released but now the DHBVN was demanding an amount of over Rs. 2 lacs on the grounds that he had not submitted the papers proving his self-execution. He also visited respondent SDO office but no action has been taken so far. 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 29.10.2021 at Bhiwani for hearing of the case.

Proceedings were held on 29.10.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO apprised that the complainant had not submitted the required papers as stipulated under the rules and therefore the amount now demanded from complainant was correct and as per rules. On the other hand, the complainant said that he had completed all the formalities and thereafter only his connection had been released and therefore there was no reason for the DHBVN to demand any money over and above which he had already spent. The Forum directed the SDO to submit a detailed reply stating all the facts in one go so that ground situations comes to the notice of Forum. Now to come on next date of hearing on 29.11.2021.

(MANOJ YADAV)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

