



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, 29.11.2021, 30.12.2021

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

Present:

Sanjeev Kumar Chopra	Chairperson
Pardeep Lohan	Member Accounts (VC)
Raj Kumar	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.


Proceedings were held on 29.11.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. The Forum again 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 again observed that in the absence of a proper proof, it was difficult for the Forum to assume this way or that way. The Forum again 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 30.12.2021.

Proceedings were held on 30.12.2021 at Bhiwani. The representative of complainant and representative of respondent SDO were present. The Forum again 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 again 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 28.01.2022.

RAJ KUMAR
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, 29.11.2021, 30.12.2021

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

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	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.

Proceedings were held on 29.11.2021 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 confirm


the issue of municipal limit and would 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 30.12.2021.

Proceedings were held on 30.12.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO apprised that he had sent the case for refund to the CBO but the CBO has returned the same with the remarks that if the CGRF orders, the amount would be refunded. The Forum observed it very seriously and observed that if some amount was to refundable lawfully, it should be refunded but then why should the CBO need an order from the Forum in that direction. The SDO was asked to get the clarification from CBO in that regard. The next date of hearing is fixed on 28.01.2022.

RAJ KUMAR
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-	3691/2021
Date of Institution:	03.08.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021, 29.11.2021, 30.12.2021

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

Present:

Er. Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts (VC)
Raj Kumar	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.

Proceedings were held on 29.11.2021 at Bhiwani. The complainant as well


as the SDO were present. 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 30.12.2021.

Proceedings were held on 30.12.2021 at Bhiwani. The complainant as well as the SDO were present. The Forum directed the SDO to submit a detailed reply on the matter. Now to come on next date of hearing on 28.01.2022.

RAJ KUMAR
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-	3670/2021
Date of Institution:	23.07.2021
Date of Hearing:	31.08.2021, 30.09.2021, 29.10.2021, 29.11.2021, 30.12.2021

BEFORE THE
FORUM FOR REDRESSING OF CONSUMER GRIEVANCES

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts (VC)
Raj Kumar	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, is 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 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 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, it could not be replaced. 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.

Proceedings were held on 29.11.2021 at Bhiwani. The complainant was not present but SDO was present. The Forum again directed respondent SDO to


furnish detailed reply related to the issue raised in the complaint that his premises fell under C Block and was thus eligible for Rs. 2/- subsidy. Now to come on next date of hearing on 30.12.2021.

Proceedings were held on 30.12.2021 at Bhiwani. The complainant was not present but SDO was present. The Forum again directed respondent SDO to furnish detailed reply related to the issue raised in the complaint that his premises fell under C Block and was thus eligible for Rs. 2/- subsidy. Now to come on next date of hearing on 28.01.2022.

RAJ KUMAR
Member Yechanical

(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-	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, 29.11.2021, 30.12.2021

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

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts (VC)
Raj Kumar	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.

Proceedings were held on 29.11.2021 at Bhiwani. The complainant and respondent SDO were present. 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 again 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 30.12.2021.

Proceedings were held on 30.12.2021 at Bhiwani. The complainant and respondent SDO were present. The Forum directed that M&P XEN may attend the next date of hearing on the issues related to the meter and the reports so far from M&P and the manufacturer. Now to come on next date of hearing on 28.01.2022.

RAJ KUMAR
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, 29.11.2021, 30.12.2021

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

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts (VC)
Raj Kumar	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 had 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.

Proceedings were held on 29.11.2021 at Bhiwani. The complainant and respondent SDO were present. The Forum again directed the XEN M&P Bhiwani 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 30.12.2021.

Proceedings were held on 30.12.2021 at Bhiwani. The complainant and respondent SDO were present. The Forum directed that M&P XEN may attend the next date of hearing on the issues related to the meter and the reports so far from M&P and the manufacturer.

Now to come on next date of hearing on 28.01.2022.

RAJ KUMAR
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, 29.11.2021, 30.12.2021

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

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts (VC)
Raj Kumar	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.2 S/Divn., DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of respondent SDO

INTERIMORDER

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 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 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.

Proceedings were held on 29.11.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO did not submit any fresh reply but told that the 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 30.12.2021.

Proceedings were held on 30.12.2021 at Bhiwani. The representative of complainant and respondent SDO were present. SDO submitted that all the necessary refunds had been made. But the complainant said that the

amount refunded needed to be revised because the amount refunded so far did not include the period 2/2021 to 11/2021. The Forum asked the SDO to look into the matter and come up with his detailed reply by the next date of hearing. Next date of hearing is fixed on 28.01.2022.

RAJ KUMAR
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, 29.11.2021, 30.12.2021, 30.12.2021

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

Present:

Sanjeev Kumar Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	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 situation comes to the notice of Forum. Now to come on next date of hearing on 29.11.2021.

Proceedings were held on 29.11.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO again 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. The Forum directed the SDO to submit a detailed reply stating all the facts in one go so that ground situation comes to the notice of Forum. Now to come on next date of hearing on 30.12.2021.


Proceedings were held on 30.12.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO again 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. The Forum directed the complainant to submit a synopsis of the events that happened so that detailed arguments can take place. Now to come on next date of hearing on 28.01.2022.

RAJ KUMAR
Member Technical

(PARDEEP LOHAN)
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 No. DH/CGRF-	3858/2021
Date of Institution:	16.11.2021
Date of Hearing:	29.11.2021, 30.12.2021

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

Present:

Sanjeev Kumar Chopra	Chairperson
Pardeep Lohan	Member Accounts (VC)
Raj Kumar	Member Technical

In the matter of complaint of Mr. Vinod Kumar, Barwa, 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

Mr. Vinod Kumar, Barwa, Siwani, Bhiwani is consumer of DHBVN bearing account no. B-21/DVHT – 0010 under SDO (OP) S/Divn., DHBVN, Siwani, (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had got his connection released in 2013 and had deposited the ACD charges and the service connection charges. But later, he was forced to deposit Rs. 670183/- on account of replacement of conductor which he deposited. But later when he came to know that the conductor replacement had not taken place, he requested the SDO for refund of the amount. But despite his persuasion, his money has not been refunded to him. 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 29.11.2021 at Bhiwani for hearing of the case.


Proceedings were held on 29.11.2021 at Bhiwani. The representative of complainant and the SDO were present. The Forum directed the SDO to find out and place the facts on record. The SDO requested for another date. Now to come for hearing on the next date of hearing on 30.12.2021.

Proceedings were held on 30.12.2021 at Bhiwani. The representative of complainant and the SDO were present. The Forum directed the SDO to find out and place the facts on record. The SDO requested for another date. Now to come for hearing on the next date of hearing on 28.01.2022.

RAJ KUMAR
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-	3860 / 2021
Date of Institution:	16.11.2021
Date of Hearing:	29.11.2021, 30.12.2021

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

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts (VC)
Raj Kumar	Member Technical

In the matter of complaint of Sh. Sandeep Kumar, VPO Prem Nagar, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Sub Urban Divn. DHBVN, Bhiwani.
SDO (OP) S/Divn. S/U no. 2, DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Sandeep Kumar, VPO Prem Nagar, Bhiwani is a consumer of DHBVN bearing account no. PNID - 324 under SDO (OP) S/Divn. S/U No. 2, DHBVN, Bhiwani. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had been booked under theft of electricity in around 2010 because his meter had got burnt and the Nigam's officials had made it direct. Also, that he had opted for Bill settlement scheme in 2018 December and he had paid the amount which he had been asked to pay. But now, the department is asking for an additional amount which he had never been told at that time. 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 29.11.2021 at Bhiwani for hearing of the case.


Proceedings were held on 29.11.2021 at Bhiwani. The complainant and representative of respondent SDO were present. SDO did not submit any reply but requested for another date for the same. The Forum directed the SDO to submit a detailed reply stating all the facts in one go so that ground situation comes to the notice of Forum. Now to come on next date of hearing on 30.12.2021.

Proceedings were held on 30.12.2021 at Bhiwani. The complainant and representative of respondent SDO were present. The Forum again directed the SDO to submit a detailed reply stating all the facts in one go so that ground situation comes to the notice of Forum. Now to come on next date of hearing on 28.01.2022.

RAJ KUMAR
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-	3855 / 2021
Date of Institution:	16.11.2021
Date of Hearing:	29.11.2021, 30.12.2021

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

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts (VC)
Raj Kumar	Member Technical

In the matter of complaint of Sh. Manoj Kumar, M/S Silver Stone Crusher, Kheri Batter, Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Manoj Kumar c/o M/S Silver Stone Crusher, Kheri Battar, Bhiwani is a consumer of DHBVN bearing account no. MBHT - 0025 under SDO (OP) S/Divn., DHBVN, Atela Kalan (Bhiwani). Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has an HT connection for his crusher but it had to be stopped due to orders from Pollution Control Board. During the closure period, his premises was given single phase supply which caused a huge difference between kWh and kVAh unnecessarily causing huge bill. 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 29.11.2021 at Bhiwani for hearing of the case.


Proceedings were held on 29.11.2021 at Bhiwani. The complainant and representative of respondent SDO were present. The Forum directed the SDO to submit a detailed reply stating all the facts in one go so that ground situation comes to the notice of Forum. Now to come on next date of hearing on 30.12.2021.

Proceedings were held on 30.12.2021 at Bhiwani. The complainant was present but the SDO was not present. The Forum directed the SDO to submit a detailed reply stating all the facts in one go so that ground situation comes to the notice of Forum. Now to come on next date of hearing on 28.01.2022.

RAJ KUMAR
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-	3667/ 2021
Date of Institution:	16.11.2021
Date of Hearing:	29.11.2021, 30.12.2021

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

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Indus Towers Ltd., Sidhanwa, Behal, Distt. Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/s Indus Towers Ltd., Sidhanwa, Distt. Bhiwani, is consumer of DHBVN bearing account no. B25SW210006 under SDO (OP) Behal 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, an unaccounted sum 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 29.11.2021 at Bhiwani for hearing of the case.

Proceedings were held on 29.11.2021 at Bhiwani. The complainant as well as the SDO were present. The Forum directed the SDO to submit a detailed reply stating all the facts in one go so that ground situation comes to the notice of Forum. Now to come on next date of hearing on 30.12.2021.

Proceedings were held on 30.12.2021 at Bhiwani. The complainant as well as the SDO were present. The Forum directed the SDO to submit a detailed reply stating all the facts in one go so that ground situation comes to the notice of Forum. Now to come on next date of hearing on 28.01.2022.

RAJ KUMAR
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 NUMBER	DH/CGRF/3916/2021
DATE OF INSTITUTION	27.12.2021
DATES OF HEARING	30.12.2021

**BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PARDEEP LOHAN	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Ram Singh Sheoran, House no. 586, Sec-7, Gurugram regarding change of name.

..... Complainant / Petitioner

Vs.

XEN / Operation,S/U, DHBVN,Bhiwani
SDO/Operation, S/Divn.,D/Jattan, DHBVN, Bhiwani

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Ram Singh Sheoran, House no. 586, Sec-7, Gurugram is consumer of DHBVN bearing account no. B24NB510002 SDO (OP) S/Divn., D/jattan, DHBVN, Bhiwani. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he applied for change of name for which application bearing no. 32243AP given to him and his old account no. was BU 5123. 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 30.12.2021 at Bhiwani for hearing of the case.

Proceedings were held on 30.12.2021 at Bhiwani. The complainant and representative of respondent SDO were present. The SDO was directed to place on record the detailed report of the case by the next date of hearing. Now to come up for hearing on 28.01.2022.

(Raj Kumar)
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)

SE NUMBER	DH/CGRF/3820/2021
DATE OF INSTITUTION	18.10.2021
DATES OF HEARING	30.12.2021

**BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN**

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PARDEEP LOHAN	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Saiditta Ram, Jeetu wala Fatak, State Warehouse, Near Kath Mandi regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN / Operation, City Divn., DHBVN, Bhiwani
SDO/Operation, S/Divn No. 2, DHBVN, Bhiwani

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Saiditta Ram, Jeetu wala Fatak, State Warehouse, Near Kath Mandi is consumer of DHBVN bearing account no. 7474180000 SDO (OP)No.2., DHBVN, Bhiwani. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has given Rs. 8401/- on 17/08/2018 through Sh. Pritam Kumar who was employed by DHBVN to collect Electricity Bills. But he has not deposited the bill amount in the office and ran away. After that bill exceeded by Rs. 15520/-. He has complained on CM window Portal, but no action has been taken till date by the Sub Divn. office. 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 30.12.2021 at Bhiwani for hearing of the case.

Proceedings were held on 30.12.2021 at Bhiwani. Neither the complainant nor the SDO was present. The Forum directed both the parties to be present on the next date of hearing. Now to come up for hearing on 28.01.2022.

(Raj Kumar)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson