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|  | 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- | 3824 / 2021 |
| Date of Institution: | 25.10.2021 |
| Date of Hearing: | 29.10.2021, 29.11.2021, 30.12.2021, 30.12.2021, 03.03.2022, 11.04.2022, 01.06.2022, 30.06.2022, 29.07.2022,31.08.2022 |

BEFORE THE
FORUM FOR REDRESSING OF CONSUMER GRIEVANCES

Present:

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| Sanjeev Kumar Chopra | Chairperson |
| Sushila Kumari | 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.

Proceedings were held on 03.03.2022 at Bhiwani. The complainant and representative of respondent SDO were present. SDO again apprised that the amount demanded from complainant was correct and as per rules. The Forum again 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 31.03.2022.

Proceedings were held on 11.04.2022 at Bhiwani. The complainant was present whereas the SDO was present through video call. The counsel appearing on behalf of complainant apprised that gross injustice had been meted out to his client. That his client deposited service connection charges, then executed the work under self-execution and spent money and then again put the total estimated cost in to his account. The Forum directed the complainant to send a copy of his submissions to the SDO and directed the SDO to submit a complete reply on the issues raised by the complainant. Now to come up for hearing on 29.04.2022.

Proceedings were held on 01.06.2022 at Bhiwani. Neither the complainant nor the SDO was present. The SDO on phone requested for next date for appearing and arguing the case. The Forum also directed the complainant to be present on the next date of hearing. Now to come on next date of hearing on 30.06.2022.

Proceedings were held on 30.06.2022 at Bhiwani. Complainant as well as SDO were present. The complainant again submitted that he had been asked to deposit service connection charges which he deposited. Again, he was asked to get the work done under self-execution and was asked to deposit 1.5% as supervision charges which he deposited. After he got the job done under self-execution, the total estimated cost of the whole work has also been demanded from him which he has deposited. That under which rule all these amounts have been demanded and got deposited. The Forum directed SDO to submit detailed reply as to how many charges should have been deposited and how many have been actually got deposited and under which rule. The SDO requested for next date for submission of reply. Now to come on next date of hearing on 29.07.2022.

Proceedings were held on 29.07.2022 at Bhiwani. Complainant as well as SDO was present. The representative of SDO, who came to attend the hearing

submitted that he was not aware of the case and requested for next date for submission of complete details in the shape of reply.

Proceedings were held on 31.08.2022 at Bhiwani. Neither the complainant nor the SDO was present. The Forum viewed seriously the absence of the SDO and disobedience of the orders and directed to appear in person without fail alongwith detailed reply in the next hearing. Now to come on next date of hearing on 30.09.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
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- | 3858/2021 |
| Date of Institution: | 16.11.2021 |
| Date of Hearing: | 29.11.2021, 30.12.2021, 03.03.2022, 11.04.2022, 01.06.2022, 30.06.2022, 29.07.2022,31.08.2022 |

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

Present:

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|----------------------|------------------|
| Sanjeev Kumar Chopra | Chairperson |
| Sushila Kumari | Member Accounts |
| 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.

Proceedings were held on 03.03.2022 at Bhiwani. The representative of complainant and the SDO were present. The Forum observed that the subdivision needed to reply to some of the basic questions involving the demand notice. The Forum directed the SDO to furnish on the next date the following details:

- i) Copy of the estimate originally prepared
- ii) Sizing of ACSR at the time of framing the estimate
- iii) Sizing of ACSR proposed in the estimate
- iv) Running load originally at the time of framing of estimate
- v) Proposed load after implementation of estimate
- vi) The load which increased on the 11 kV feeder after release of new connection
- vii) When was the estimate finally executed

The Forum also directed SDO to place all other relevant facts on record. The SDO requested for another date. Now to come for hearing on the next date of hearing on 31.03.2022.

Proceedings were held on 11.04.2022 at Bhiwani. The representative of complainant and the SDO were present. The SDO did not reply to the specific questions asked by the Forum on the last date of hearing. The Forum again directed the subdivision to reply to the specific basic questions involving the demand notice. Now to come up for hearing on 29.04.2022.

Proceedings were held on 01.06.2022 at Bhiwani. The representative of complainant and the SDO were present. The SDO submitted reply to the queries raised by the Forum but several issues still remained unanswered. The complainant again disputed the claim of subdivision that conductor had to be replaced just because of him. Because the SDO himself was not present, the Forum decided that detailed arguments will be held on the next date of hearing when SDO is present to argue the case. Now to come up for hearing on 30.06.2022.

Proceedings were held on 30.06.2022 at Bhiwani. The representative of complainant and the SDO were present. The complainant again disputed the claim of subdivision that conductor had to be replaced just because of him. The Forum directed SDO to submit specific reply to the questions asked in the previous hearing so that arguments can be held on the next date of hearing. Now to come up for hearing on 29.07.2022.

Proceedings were held on 29.07.2022 at Bhiwani. The representative of complainant and the SDO were present. The SDO submitted that he had joined the subdivision only yesterday and therefore was not in a position to argue the case. He requested for next date for submission of detailed reply and the arguments. The Forum directed SDO not to wait for the next date after almost a month from now and that he should prepare and submit reply in the next 15 days or so with a copy to the complainant so that arguments can be held and the case can be concluded on the next date of hearing. Now to come for hearing on the next date of hearing on 31.08.2022.

Proceedings were held on 31.08.2022 at Bhiwani. The representative of complainant and the SDO were present. The SDO submitted that the work of augmentation of ACSR was completed as per estimate sanctioned vide SE/OP Bhiwani and the information desired by the Forum, but neither the copy of

estimate nor the EMB was attached/supplied. Further the work of augmentation was not completed in time due to lack of conductor in store. The complainant again disputed the claim of subdivision that the conductor had to be replaced just because of him and why the work was got done after a long gap. The Forum directed SDO to submit detailed reply with facts and come prepared for arguments on the next date of hearing. Now to come for hearing on the next date of hearing on 30.09.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
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, 03.03.2022, 11.04.2022, 01.06.2022, 30.06.2022, 29.07.2022, 31.08.2022 |

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

Present:

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|----------------|------------------|
| Sanjeev Chopra | Chairperson |
| Sushila Kumari | 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) BehalS/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 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 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.

Proceedings were held on 03.03.2022 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 31.03.2022.

Proceedings were held on 11.04.2022 at Bhiwani. The complainant was present but the SDO was not present. The complainant apprised that even though the subdivision was agreeing that half margin had been charged twice, yet the corrections were not being made. 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 29.04.2022

Proceedings were held on 01.06.2022 at Bhiwani. The complainant as well as the SDO were present. The complainant again submitted that even though the subdivision was agreeing that half margin had been charged twice,

yet the corrections were not being made. The representative of SDO, when asked to explain the issue, submitted verbally that it was correct that an amount had been charged twice because of wrong multiplying factor applied. He explained that an entry for charging of amount had been made but later when the MF got corrected from 6 to 10, and whole amount previously charged through sundry again got charged by mistake. The Forum directed the SDO to submit a detailed reply stating all the facts in one go so that ground situation comes on record in writing. Now to come on next date of hearing on 30.06.2022.

Proceedings were held on 30.06.2022 at Bhiwani. The complainant was present but the SDO was not present. The complainant again submitted that even though the subdivision was agreeing that half margin had been charged twice, yet the corrections were not being made. The Forum again directed the SDO to submit a detailed reply stating all the facts in one go so that ground situation comes on record in writing. Now to come on next date of hearing on 29.07.2022.

Proceedings were held on 29.07.2022 at Bhiwani. The complainant was present but the SDO was not present. The Forum took a very serious view of the absence of SDO or his representative and again directed the SDO to submit a detailed reply stating all the facts in one go so that ground situation comes on record in writing. Now to come on next date of hearing on 31.08.2022.

Proceedings were held on 31.08.2022 at Bhiwani. The complainant was present but the SDO was not present. The complainant apprised that even though the subdivision was agreeing that half margin had been charged twice, yet the corrections were not being made. The Forum has viewed seriously the absence of the SDO and disobedience of the orders. Further, the Forum allowed final opportunity to SDO, to appear in person without fail alongwith detailed reply in the next hearing. Now to come on next date of hearing on 30.09.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in) |
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| CASE NUMBER | DH / CGRF / 3972 / 2022 |
| DATE OF INSTITUTION | 20.01.2022 |
| DATES OF HEARING | 03.03.2022, 11.04.2022, 01.06.2022, 30.06.2022, 29.07.2022, 31.08.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Rajesh Kumar, Bhagwati Oil Mill, Dighawa regarding wrong billing

..... 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. Rajesh Kumar, Bhagwati Oil Mill, Dighawa is consumer of DHBVN bearing account no. B24-DGHT-0004 under SDO (OP) S/Divn., DHBVN, D/jattan, Bhiwani. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has an industrial connection in Dhigawa village through rural feeder. As per Nigam's sales circular no. D-25/2014 PLEC is not leviable on electricity consumed by his unit. But despite of repeated request he has been charged the PLEC continuously. Now he has requested to stop PLEC charges and refund the already charged amount. 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 03.03.2022 at Bhiwani for hearing of the case.

Proceedings were held on 03.03.2022 at Bhiwani. Complainant as well as the SDO was present. The Forum directed SDO to place all the relevant facts on the next date of hearing. Now to come up for hearing on 31.03.2022.

Proceedings were held on 11.04.2022 at Bhiwani. Complainant was present but the SDO was present on video call. The SDO submitted the reply online, a copy of which was given to the complainant. The Forum directed both the parties to argue their points of view on the next date of hearing. Now to come up for hearing on 29.04.2022.

Proceedings were held on 01.06.2022 at Bhiwani. Complainant was present but the SDO was not present. The SDO requested on phone for next date for detailed arguments. The Forum directed both the parties to argue their points of view on the next date of hearing. Now to come up for hearing on 30.06.2022.

Proceedings were held on 30.06.2022 at Bhiwani. Complainant as well as SDO were present. The SDO was directed to place all the facts including copy of the log

sheet clearly stating in the reply as to whether the complainant's connection was fed from a rural supply feeder or the urban mode feeder. The Forum directed both the parties to argue their points of view on the next date of hearing. Now to come up for hearing on 29.07.2022.


Proceedings were held on 29.07.2022 at Bhiwani. Complainant as well as SDO was present. The representative of SDO, who came to attend the hearing submitted that he was not aware of the case and requested for next date for submission of complete details in the shape of reply. Now to come on next date of hearing on 31.08.2022.

Proceedings were held on 31.08.2022 at Bhiwani. Neither the complainant nor the SDO was present. The Forum has viewed seriously the absence of the SDO and directed to appear in person alongwith detailed reply in the next hearing. Now to come on next date of hearing on 30.09.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM Telephone No.-01242971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in) |
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| CASE NUMBER | DH / CGRF / 4082/ 2022 |
| DATE OF INSTITUTION | 22.03.2022 |
| DATES OF HEARING | 11.04.2022, 01.06.2022, 30.06.2022, 29.07.2022, 31.08.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of M/S Radhey Govind, ENT. Main Road, Dighawa, Bhiwani regarding allowing power subsidy @ Rs. 2/ unit.

.....Complainant/Petitioner

Vs.

XEN (OP) S/U Divn. DHBVN, Bhiwani
SDO (OP) S/D, DHBVN, D/Jattan

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

M/S RadheyGovind, ENT. Main Road, Dighawa, Bhiwani is consumer of DHBVN bearing account no. B24-DGHT-0002 SDO (OP) S/Divn., D/Jattan, DHBVN, Bhiwani. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that since 04/2019 they have been charged Rs. 286548/- on account of sundry charges and Rs. 988434/- as MDI penalty without giving proper details to them. That refund the excess charged amount so far alongwith the interest @18%. They have 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 11.04.2022 at Bhiwani for hearing of the case.

Proceedings were held on 11.04.2022. The complainant was present in person but the SDO was present through video call. The SDO submitted a reply online the copy of which was forwarded to complainant. The Forum asked the complainant to go through the reply and submit his version by the next date of hearing. Now to come up for hearing on 29.04.2022.

Proceedings were held on 01.06.2022. The complainant was present in person but the SDO was not present. The SDO requested for next date for appearance and arguments. The Forum again asked the complainant to go through the reply and submit his version by the next date of hearing. Now to come up for hearing on 30.06.2022.

Proceedings were held on 30.06.2022. The complainant as well as the SDO were present. The SDO submitted vide a reply that there was nothing in the records that Rs. 988 requested for next date for appearance and arguments. The Forum again asked the complainant to go through the reply and submit his version by the next date of hearing. Now to come up for 434/- had been charged and that there was anything inappropriate tht had been charged. The complainant submitted on record the calculation sheet of Rs. 988434/- and gave a copy to the subdivision also. The Forum directed the SDO to find out from records as to against what charges the amount of Rs. 988434/- had been charged over and above the SOP, whether these were against any MDI penalty or some other charges and the same should be placed

before the Forum with a copy to the complainant. Now to come up for hearing on 29.07.2022.

Proceedings were held on 29.07.2022 at Bhiwani. Complainant as well as SDO was present. The representative of SDO, who came to attend the hearing submitted that he was not aware of the case and requested for next date for submission of complete details in the shape of reply. Now to come on next date of hearing on 31.08.2022.

Proceedings were held on 31.08.2022 at Bhiwani. Neither the complainant nor the SDO was present. The Forum has viewed seriously the absence of the SDO and disobedience of the orders and directed to appear in person alongwith detailed reply in the next hearing. Now to come on next date of hearing on 30.09.2022.

(Raj Kumar)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
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| CASE NUMBER DH/CGRF | 4147/2022 |
| DATE OF INSTITUTION | 26.05.2022 |
| DATES OF HEARING | 01.06.2022, 30.06.2022, 29.07.2022, 31.08.2022 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Om Prakash, Haripur, Paluwas, Bhiwani regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP, CityDivn., DHBVN, Bhiwani
SDO/OP, S/Divn., DHBVN, No. 2

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Om Prakash, Haripur, Paluwas, Bhiwani consumer of DHBVN bearing account no. B12-CHHT-0007 SDO (OP) S/Divn., DHBVN, No. 2. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that they are having HT connection. They are getting supply through rural feeder. As per the Nigam's instructions PLEC are not chargeable on electricity consumed by them. One unit is outside the Municipal limit and MC tax not leviable on electricity consumed by them till 02/2021. They have visited the respondent office many times for refund of PLEC charges, and MC tax charged till 01/2021 and interest on ACD but till date no action has been taken so far. They have requested the forum to redress their complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 01.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 01.06.2022. Complainant as well as the SDO were present. The SDO requested for next date for submission of reply and further arguments. Next date of hearing is fixed on 30.06.2022.

Proceedings were held on 30.06.2022 at Bhiwani. Complainant as well as SDO were present. The SDO was directed to place all the facts including copy of the log sheet clearly stating in the reply as to whether the complainant's connection was fed from a rural supply feeder or the urban mode feeder. The Forum directed both the parties to argue their points of view on the next date of hearing. Now to come up for hearing on 29.07.2022.

Proceedings were held on 29.07.2022 at Bhiwani. Complainant as well as SDO were present. The SDO was again directed to place all the facts including copy of the log sheet clearly stating all the facts in one go. The subdivision requested for next date for submission of reply. Now to come up for hearing on 31.08.2022.

Proceedings were held on 31.08.2022 at Bhiwani. Complainant as well as SDO were present. The SDO was directed to place all the facts including copy of the log sheet clearly stating all the facts in one go alongwith detailed reply. Now to come up for hearing on 30.09.2022.

(Raj Kumar)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in) |
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| CASE NUMBER DH/CGRF | 4171/2022 |
| DATE OF INSTITUTION | 25.04.2022 |
| DATES OF HEARING | 01.06.2022, 30.06.2022, 29.07.2022, 31.08.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of M/S Indus Towers Ltd., Obra, Bhiwani regarding wrong billing.
..... Complainant / Petitioner

Vs.

XEN /OP, S/U Divn.,DHBVN, Bhiwani
 SDO/OP, S/Divn., DHBVN, DighawaJattan

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S Indus Towers Ltd., Obra, Bhiwani consumer of DHBVN bearing account no. B24-ZZ21-1831 SDO (OP) S/Divn., DHBVN, DhigawaJattan. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that they are having connection with sanctioned load 20 KW. In the bill issued in the month of 02/2022, a sum of Rs. 759680/- was debited without providing any details required as per the HERC regulation 29/2014. Further it has been revealed that a sum of Rs. 333320/- has been debited on account of extension of load and Rs. 426320/- on account of fixed charges as such total of Rs. 759680/- have been debited. They are representing the s/divn. office constantly for the last 3 years but their grievances have not been redress. They have further requested for refund of wrong assessment of Rs. 759680/- alongwith surcharge. They have requested the forum to redress their complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 01.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 01.06.2022. Complainant was present but the SDO was not present. The SDO on phone requested for next date for submission of reply. Next date is fixed for 30.06.2022.

Proceedings were held on 30.06.2022. Complainant as well as the SDO were present. The SDO requested for next date for submission of reply. Next date is fixed for 29.07.2022.

Proceedings were held on 29.07.2022. Complainant as well as representative of SDO were present. The official representing SDO was not aware of the case and requested for next date. The Forum viewed it very seriously that the person deputed to defend DHBVN before the Forum were not aware of the cases and the issues involved. The Forum directed SDO and CA of the subdivision to be careful in future.


Next date is fixed for 31.08.2022.

Proceedings were held on 31.08.2022 at Bhiwani. The complainant was present but the SDO was not present. The Forum has viewed seriously the absence of the SDO and disobedience of the orders and directed to appear in person alongwith detailed reply in the next hearing. Now to come on next date of hearing on 30.09.2022.

(Raj Kumar)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 16, IDC AREA, GURUGRAM Telephone No.-01242971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in) |
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| CASE NUMBER | DH / CGRF / 4260 / 2022 |
| DATE OF INSTITUTION | 21.06.2022 |
| DATES OF HEARING | 30.06.2022, 29.07.2022, 31.08.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Gopal, M/S Chimique (Ind) Ltd., Siwani regarding waiving of service connection charges.

.....Complainant/Petitioner

Vs.

XEN (OP) S/U Divn. DHBVN, Bhiwani
 SDO (OP) S/D, DHBVN, Siwani

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Gopal, M/S Chimique (Ind) Ltd., Siwaniis consumer of DHBVN bearing account no. 4163351000 SDO (OP) S/Divn., DHBVN, Siwani. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he is having a connection with connected load 903 KW. He had applied for the said connection on dated 25/07/2014 through independent feeder i.e Jai Bharat feeder. He had deposited a sum of Rs. 753000/- on dated 06/08/2014 vide receipt no. B21-23866 dated 06/08/2014 as service connection charges. But later on he was told that required material is not available with the Nigam at present. He can get his work done through authorized contractor. Accordingly he got executed the work under self execution scheme and paid the total expenditure to the contractor. He has requested for refund of service connection charges alongwith interest from the date service connection charges deposited, which were not required under self execution scheme as per instructions. 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 30.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 29.07.2022 at Bhiwani. The representative of complainant and the SDO were present. The SDO submitted that he had joined the subdivision only yesterday and therefore was not in a position to argue the case. He requested for next date for submission of detailed reply and the arguments. The Forum directed SDO not to wait for the next date after almost a month from now and that he should prepare and submit reply in the next 15 days or so with a copy to the complainant so that arguments can be held and the case can be concluded on the next date of hearing. Now to come for hearing on the next date of hearing on 31.08.2022.

Proceedings were held on 31.08.2022 at Bhiwani. The representative of complainant and the SDO were present. The complainant has made rejoinder and requested for the reply. The SDO submitted that the detailed reply will be submitted on next date of hearing. The Forum directed SDO not to wait for the next date after almost a month from now and that he should prepare and submit reply in the next 15 days or

so with a copy to the complainant so that arguments can be held and the case can be concluded on the next date of hearing. Now to come for hearing on the next date of hearing on 30.09.2022.

(Raj Kumar)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SCETOR 16, IDC AREA, GURUGRAM
Telephone No.-01242971798
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| CASE NUMBER | DH / CGRF / 4271 / 2022 |
| DATE OF INSTITUTION | 27.06.2022 |
| DATES OF HEARING | 30.06.2022, 29.07.2022, 31.08.2022 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Rajbir Singh, H.no.31, Kirti Nagar, Bhiwani regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

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| For Complainant | Present |
| For Respondent | SDO |

INTERIM ORDER

Sh. Rajbir Singh, H.no. 31, Kirti Nagar, Bhiwani is consumer of DHBVN bearing account no. 2198970000 SDO (OP) S/U S/Divn.No. 1, DHBVN, Bhiwani. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had got changed his meter as per Nigam's Bills Settlement Scheme under Sales Circular No. D-24/2018 but the same was accounted for in 2019. He also overhauled his account as per Sales Circular No. D-24/2018. But the S/divn. office has again charged Rs. 116151/- without any reason in his account which is to be refunded with surcharge. He further stated that the already got deposited excess amount during Bill Settlement Scheme may also be refunded. 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 30.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 30.06.2022 at Bhiwani. The complainant as well as the SDO were present. The subdivision requested for next date for submission of reply. Now to come up for hearing on 29.07.2022.

Proceedings were held on 29.07.2022 at Bhiwani. The complainant as well as SDO were present. The subdivision submitted that meter of the complainant had been defective for more than 4 years and that the amount now charged was on the basis of final reading retrieved from the meter. The complainant on the other hand said that his case was not as was explained by the subdivision. His case was simple that despite his opting the Bill settlement scheme in 2018 and despite having deposited he final settlement amount, his account was not overhauled. The Forum observed that subdivision should go through the complaint and submit detailed reply in one go so that the case can be concluded. Now to come up for hearing on 31.08.2022.

Proceedings were held on 31.08.2022 at Bhiwani. The complainant as well as SDO were present. The complainant argued that he has opted the Bill settlement scheme in 2018 and despite having deposited the final settlement amount, his account was not overhauled. The subdivision did not reply on the complainant

grievance, hence the Forum directed the SDO to go through the complaint and submit detailed reply in the next date of hearing. Now to come up for hearing on 30.09.2022.

(Raj Kumar)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in) |
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| CASE NUMBER | DH / CGRF / 4013 / 2022 |
| DATE OF INSTITUTION | 21.02.2022 |
| DATES OF HEARING | 03.03.2022, 11.04.2022, 01.06.2022, 30.06.2022, 29.07.2022, 31.08.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Smt. Seema, Shiv Oil Mill, Jui regarding wrong billing
..... Complainant / Petitioner

Vs.

XEN / Operation, S/U Divn.,DHBVN, Bhiwani
SDO/Operation, S/Divn., DHBVN, Jui

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Seema, Shiv Oil Mill, Jui is consumer of DHBVN bearing account no. B23-KAHT-0001 under SDO (OP) S/Divn., DHBVN, Jui, Bhiwani. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that her connection has been connected through independent feeder. She has applied for extension of load from 333 KW to 445 KW and as per Nigam's instructions SCC charges are not leviable for the extension of load. She has been forced to deposit the SCC charges of Rs, 248000/-. She has requested the respondent SDO many times for refund of SCC charges with interest, but till date she has not received any resolution regarding the same. 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 03.03.2022 at Bhiwani for hearing of the case.

Proceedings were held on 03.03.2022 at Bhiwani. Complainant as well as the SDO was present. The Forum directed SDO to place all the relevant facts on the next date of hearing. Now to come up for hearing on 31.03.2022.

Proceedings were held on 11.04.2022 at Bhiwani. Complainant was present but the SDO was not present. The Forum viewed the absence of SDO seriously and directed him to place all the relevant facts on the next date of hearing. Now to come up for hearing on 29.04.2022.

Proceedings were held on 01.06.2022 at Bhiwani. Complainant was present but the SDO was not present. The Forum viewed the absence of SDO seriously and directed him to be present in person and to place all the relevant facts on the next date of hearing including copies of log sheet, if any. Now to come up for hearing on 30.06.2022.

Proceedings were held on 30.06.2022 at Bhiwani. Complainant was present but the SDO was not present. The Forum viewed the absence of SDO seriously and directed him to be present in person and to place all the relevant facts on the next date of hearing including copies of log sheet, if any. Now to come up for hearing on 29.07.2022.

Proceedings were held on 29.07.2022 at Bhiwani. Complainant was present but the SDO was not present. The Forum viewed the absence of SDO seriously and directed him to be present in person and to place all the relevant facts on the next date of hearing including copies of log sheet, if any. Also, that it was last opportunity for the subdivision to pursue the case. Now to come up for hearing on 31.08.2022.

Proceedings were held on 31.08.2022 at Bhiwani. Both the complainant and the SDO were present. The SDO has requested next date for submission detailed reply. Forum directed the SDO to submit detailed reply alongwith all the records in the next date of hearing. Now to come up for hearing on 30.09.2022.

(Raj Kumar)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
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| CASE NUMBER | DH / CGRF / 4352 / 2022 |
| DATE OF INSTITUTION | 25.08.2022 |
| DATES OF HEARING | 31.08.2022 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Smt. Punita, M/S Alakh Oil Mill, Behal, Bhiwani regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) S/U Divn. DHBVN, Bhiwani
SDO (OP) S/D, DHBVN, Behal

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Smt. Punita, M/S Alakh Oil Mill, Behal, Bhiwani are consumers of DHBVN bearing account no. 3615462000 under SDO (OP) S/Divn., DHBVN, Behal. The Forum has jurisdiction to hear the complaint.

Complainants have filed the present complaint stating that her connection falls in C/D block under agro category whereas as per regulation ED is exempted. The DHBVN respondent is violating the instruction of the HERC and charging ED on the electricity consumed. Also has charged the FSA @37 paisa per unit in the bills issued in the month of August 2021 and September 2021 and charging fix charges @170 KVA instead of 165 KVA for the period of April 2021 to August 2021. The penal interest on ACD as per law from the date of connection, refund of ED charged so far has also not been given by the respondent. 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 31.08.2022 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2022 at Bhiwani. Neither the complainant nor the SDO was present. The Forum has directed the SDO to come alongwith detailed reply in the next hearing. Now to come on next date of hearing on 30.09.2022.

(Raj Kumar)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
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| CASE NUMBER | DH / CGRF / 4353 / 2022 |
| DATE OF INSTITUTION | 25.08.2022 |
| DATES OF HEARING | 31.08.2022 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Amarjeet, M/S Ganpati Dairy Product, Behal, Bhiwani regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) S/U Divn. DHBVN, Bhiwani
SDO (OP) S/D, DHBVN, Behal

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Amarjeet, M/S Ganpati Dairy Product, Behal, Bhiwani are consumers of DHBVN bearing account no. 3771662000 under SDO (OP) S/Divn., DHBVN, Behal. The Forum has jurisdiction to hear the complaint.

Complainants have filed the present complaint stating that his connection falls in C/D block under agro category whereas as per regulation ED is exempted. The DHBVN respondent is violating the instruction of the HERC and charging ED on the electricity consumed. Also has charged the FSA @37 paisa per unit in the bills issued in the month of August 2021 and September 2021 and charging fix charges @170 KVA instead of 165 KVA for the period of April 2021 to August 2021. The penal interest on ACD as per law from the date of connection, refund of ED charged so far and refund of PLEC charges charged till December 2018 has also not been given by the respondent. 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 31.08.2022 at Bhiwani for hearing of the case.

Proceedings were held on 31.08.2022 at Bhiwani. Neither the complainant nor the SDO was present. The Forum has directed the SDO to come alongwith detailed reply in the next hearing. Now to come on next date of hearing on 30.09.2022.

(Raj Kumar)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson