



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
Telephone No. 01242971798**

(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID: [cgrf@dhbvn.org.in](mailto:cgrf@dhbvn.org.in))

Case No. DH/CGRF-	4031/2022
Date of Institution:	08.03.2022
Date of Hearing:	09.03.2022, 11.04.2022, 10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of Sh. Sukhbir Singh, C/o Geeta Niketan Nursing School,  
Loharu Road, Charkhi Dadri, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Charkhi Dadri  
SDO (OP) City S/Divn.,DHBVN, Charkhi Dadri

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Sukhbir Singh, C/o Geeta Niketan Nursing School, Loharu Road, Charkhi Dadri has an electricity connection bearing account no. 5210180000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint that his meter became defective and reading parameter disappeared. He immediately put an application to SDO OP. and as per his direction deposited the cost of meter Rs. 2300/-. His billing was started by charging average and he had made regularly all the payments of the bill. After replacing the meter, a sum of Rs. 211746/- has been added in his bill on account of sundry charges. On inquiry he was told that bill is for average. 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 09.03.2022 at Charkhi Dadri for hearing of the case.

Proceedings were held on 09.03.2022. The Forum observed that from October 2020 to February 2021, the total consumption shown was only 781 units which was seemingly wrong. The Forum directed the SDO to place on record the complete consumption data and the bills raised from one year prior to meter having gone defective and up to date after replacement of meter. The SDO is directed not to disconnect the connection till final resolution of the case. The Forum also directed the complainant to bring all the relevant papers on the next date of hearing which he wanted to submit to support his arguments. Next date of hearing is fixed as 11.04.2022.

Proceedings were held on 11.04.2022. The Forum again directed the SDO to place on record the complete consumption data and the bills raised from one year prior to meter having gone defective and up to date after replacement of meter. The SDO is directed not to disconnect the connection till final resolution of

the case. The Forum also directed the complainant to bring all the relevant papers on the next date of hearing which he wanted to submit to support his arguments. Next date of hearing is fixed as 12.05.2022.

Proceedings were held on 10.06.2022 at Dadri. The Complainant was not present but the SDO was present. The SDO submitted reply vide memo no. 2457 dated 09.06.2022 stating that the complainant had filed a suit in civil court also where the next date of hearing is 21.02.2023. The SDO referred to his previous reply vide memo no. 1286 dated 09.03.2022 explaining that Meter reading was yet to be recorded. The Forum observed that even though the complainant had gone to the civil court for redressal of his grievance, yet the facts of the case should be placed on record. The Forum also directed the complainant to appear in person on the next date of hearing and to state whether he wants to withdraw the complainant pending before the Forum or wants a redressal from civil court. Next date of hearing is fixed as 11.07.2022.

Proceedings were held on 11.07.2022 at Dadri. The Complainant as well as the SDO were present. The SDO submitted reply vide memo no. 2457 dated 09.06.2022 stating that the complainant had filed a suit in civil court also where the next date of hearing is 21.02.2023. The complainant submitted that he had to go to court only to get a stay against disconnection because the subdivision had been insisting on disconnection even before resolution of the case by CGRF. The DO placed on record that the amount charged in complainant's account was on the basis of half margins raised by audit. The Forum observed that meter of the complainant had remained defective for almost 6 years and the half margins indicated that for almost 6 years of defective meter, the complainant had been billed on MMC instead of average billing. The Forum directed the SDO to verify from records whether the issues raised in half margins were correct or not and place all the facts by the next date of hearing. Also, to place on record the consumption data of the new meter installed since January 2022. Next date of

hearing is fixed as 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO submitted that he has just joined the subdivision and that CA has also been transferred and therefore requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



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CASE NO.	3708/2021
DATE OF INSTITUTION	24.08.2021
DATE OF HEARING	31.08.2021, 30.09.2021, 12.10.2021 12.11.2021, 09.03.2022, 11.04.2022, 10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of M/s. Raj Cotton, Kanina Road, CH. Dadri, Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Charkhi Dadri.  
SDO (OP) City Sub Divn., DHBVN, Charkhi Dadri.

.....Respondents

Appearance:-

For Complainant: Present through Mr. Akshay Gupta, Advocate  
For the Respondent: SDO

## **INTERIM ORDER**

M/s. Raj Cotton, Kanina Road, Charkhi Dadri, Bhiwani, has been consumer of DHBVN bearing account no. 5030180000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit is situated outside the municipal limit but the respondent SDO has been charging M Tax till 2017. 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. 767 dated 31.08.2021 stating that M Tax from Nov-2016 to May 2017 has already been refunded. Copy of Sundry and detail place on record. Forum directed representative of complainant to submit counter 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 the SDO was present. SDO submitted his reply vide No. 1120 dated 30.09.2021 stating that M Tax from Nov-2016 to May 2017 has already been refunded. Copy of Sundry and detail place on record. Forum directed representative of complainant to submit counter reply. Now to come on next date of hearing on 12.10.2021.

Proceedings were held on 12.10.2021 at Dadri. The complainant as well the SDO was present. SDO did not submit any reply but apprised that the M Tax for a particular period only was refunded in compliance of the CGRF order dated 24.04.2017 whereby it had been directed to refund the M Tax only prospectively. The Forum observed that there was no reason to either reverse or amend the previous order and if there was anything left out in that order, the complainant should have gone before the Ombudsman. The complainant requested for another date to put up some more facts. Now to come on next date of hearing on 12.11.2021 at Dadri.

Proceedings were held on 12.11.2021. The complainant requested for another date for placing certain documents on record. The Forum observed that

it was prima facie a case of partial implementation of the order and which needed to be looked into by the subdivision also. The SDO was directed to take advice in the matter from his senior office also and place on record the final outcome of the implementation of the Forum's order. Next date is fixed as 08.12.2021.

Proceedings were held on 09.03.2022 because the hearings on 08.12.2021 and 10.01.2022 could not be held. The complainant argued that the complete order of the Forum, if read properly, actually meant complete refund of M Tax but the subdivision has implemented only partially without any reason. The Forum observed that SDO should formally reply to the issue raised by the complainant. Next date of hearing is fixed as 11.04.2022.

Proceedings were held on 11.04.2022 at Bhiwani. The complainant again argued that the complete order of the Forum, if read properly, actually meant complete refund of M Tax but the subdivision has implemented only partially without any reason. The Forum again directed SDO to formally reply to the issue raised by the complainant. Next date of hearing is fixed as 12.05.2022.

Proceedings were held on 10.06.2022 at Bhiwani. The complainant again argued that the complete order of the Forum, if read properly, actually meant complete refund of M Tax but the subdivision has implemented only partially without any reason. The complainant submitted a letter and raised some issues therein and made the following prayers:

1. To refund the M Tax unduly charged and withheld so far
2. To refund the wrongly charged M Tax with 18% interest
3. To find out the records prior to 2007 also and to calculate the total M Tax charged so far and to place it on record for refund.

The Forum directed SDO to submit para wise reply to the issue raised by the complainant by the next date. Next date of hearing is fixed as 11.07.2022.

Proceedings were held on 11.07.2022 at Bhiwani. The SDO did not submit any reply and argued that M Tax over and above the previous order of CGRF was not justified. The Forum observed that SDO should submit a comprehensive reply on the following points:

1. Whether the complainant's premise falls outside municipal limits and whether it qualifies for exemption from M Tax
2. Whether the M Tax continued to be charged from complainant despite the exemption

3. The reply of the subdivision placed before the CGRF in 2018 on the basis of which the order had been passed
4. How much M Tax has actually been charged against the complainant so far and how much has been refunded?
5. Whether the M Tax has been discontinued now? from when?

The Forum directed SDO to submit para wise reply to the above issues by the next date. Next date of hearing is fixed as 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO submitted that he has just joined the subdivision and that CA has also been transferred and therefore requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**





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CASE NO.	3713/2021
DATE OF INSTITUTION	24.08.2021
DATE OF HEARING	31.08.2021, 30.09.2021, 12.10.2021, 12.11.2021, 09.03.2022, 11.04.2022, 10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of Sh. Amit Kumar, Amit and Co. Kanina Road, CH. Dadri, Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Charkhi Dadri.  
SDO (OP) City Sub Divn., DHBVN, Charkhi Dadri.

.....Respondents

Appearance:-

For Complainant: Representative Mr. Akshay Gupta, Advocate  
For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Amit Kumar, Amit and Co. Kanina Road, Charkhi Dadri, Bhiwani, has been consumer of DHBVN bearing account no. 1447470000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri. Hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his unit is situated outside the municipal limit but the respondent SDO has charged M Tax till 2017. 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. 769 dated 31.08.2021 stating that M Tax from Nov-2016 to May 2017 has already been refunded. Copy of Sundry and detail placed on record. Forum directed representative of complainant to submit counter 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 No. 1120 dated 30.09.2021 stating that M Tax from Nov-2016 to May 2017 has already been refunded. Copy of Sundry and detail placed on record. Forum directed the complainant to submit his counter reply if any. Now to come on next date of hearing on 12.10.2021.

Proceedings were held on 12.10.2021 at Dadri. The complainant as well the SDO was present. SDO did not submit any reply but apprised that the M Tax for a particular period only was refunded in compliance of the CGRF order dated 24.04.2017 whereby it had been directed to refund the M Tax only prospectively. The Forum observed that there was no reason to either reverse or amend the previous order and if there was any left out in that order, the complainant should have gone before the Ombudsman. The complainant requested for another date to put up some more facts. Now to come on next date of hearing on 12.11.2021 at Dadri.

Proceedings were held on 12.11.2021. The complainant requested for

another date for placing certain documents on record. The Forum observed that it was prima facie a case of partial implementation of the order and which needed to be looked into by the subdivision also. The SDO was directed to take advice in the matter from his senior office also and place on record the final outcome of the implementation of the Forum's order. Next date is fixed as 08.12.2021.

Proceedings were held on 09.03.2022 because the hearings on 08.12.2021 and 10.01.2022 could not be held. The complainant argued that the complete order of the Forum, if read properly, actually meant complete refund of M Tax but the subdivision has implemented only partially without any reason. The Forum observed that SDO should formally reply to the issue raised by the complainant. Next date of hearing is fixed as 11.04.2022.

Proceedings were held on 11.04.2022 at Bhiwani. The complainant again argued that the complete order of the Forum, if read properly, actually meant complete refund of M Tax but the subdivision has implemented only partially without any reason. The Forum again directed SDO to formally reply to the issue raised by the complainant. Next date of hearing is fixed as 12.05.2022.

Proceedings were held on 10.06.2022 at Bhiwani. The complainant again argued that the complete order of the Forum, if read properly, actually meant complete refund of M Tax but the subdivision has implemented only partially without any reason. The complainant submitted a letter and raised some issues therein and made the following prayers:

1. To refund the M Tax unduly charged and withheld so far
2. To refund the wrongly charged M Tax with 18% interest
3. To find out the records prior to 2007 also and to calculate the total M Tax charged so far and to place it on record for refund.

The Forum directed SDO to submit para wise reply to the issue raised by the complainant by the next date. Next date of hearing is fixed as 11.07.2022.

Proceedings were held on 10.06.2022 at Bhiwani. The complainant again argued that the complete order of the Forum, if read properly, actually meant complete refund of M Tax but the subdivision has implemented only partially without any reason. The complainant submitted a letter and raised some issues therein and made the following prayers:

4. To refund the M Tax unduly charged and withheld so far
5. To refund the wrongly charged M Tax with 18% interest

6. To find out the records prior to 2007 also and to calculate the total M Tax charged so far and to place it on record for refund.

The Forum directed SDO to submit para wise reply to the issue raised by the complainant by the next date. Next date of hearing is fixed as 11.07.2022.

Proceedings were held on 11.07.2022 at Bhiwani. The SDO did not submit any reply and argued that M Tax over and above the previous order of CGRF was not justified. The Forum observed that SDO should submit a comprehensive reply on the following points:

1. Whether the complainant's premise falls outside municipal limits and whether it qualifies for exemption from M Tax
2. Whether the M Tax continued to be charged from complainant despite the exemption
3. The reply of the subdivision placed before the CGRF in 2018 on the basis of which the order had been passed
4. How much M Tax has actually been charged against the complainant so far and how much has been refunded?
5. Whether the M Tax has been discontinued now? from when?

The Forum directed SDO to submit para wise reply to the above issues by the next date. Next date of hearing is fixed as 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO submitted that he has just joined the subdivision and that CA has also been transferred and therefore requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



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CASE NO.	3408/2021
DATE OF INSTITUTION	01.02.2021
DATE OF HEARING	26.2.2021, 31.03.2021, 29.06.2021, 29.07.2021, 31.08.2021, 30.09.2021, 12.10.2021, 12.11.2021, 09.03.2022, 11.04.2022, 10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Er. Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of Sh. Ram Kishan Gupta, Kedar Nath Aggarwal Inst. of Management, Ch. Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Ch. Dadri.  
SDO (OP) City S/Divn., DHBVN, Ch. Dadri.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Sh. Ram Kishan Gupta, Kedar Nath Aggarwal Inst. of Management, Ch. Dadri has been consumer of DHBVN bearing account no.2084080000 under SDO (OP) City S/Divn., DHBVN, Ch. Dadri, hence, this Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that respondent Nigam issued bill for the month of Jan., 2020 for last about one year duration and that too on the basis of kVAh reading. Same practice was again adopted while issuing bill for the month of Nov., 2020. They are not issuing bills regularly. 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 26.02.2021 at Bhiwani for hearing of the case.

Proceedings were held on 26.02.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted reply vide no. 9188 dated 26.2.2021 stating that on scrutiny of record, it was found that bill was issued on N code on average basis from time to time. Now the correct bill has been issued on actual reading basis. Forum directed respondent SDO to explain the reason for not issuing bill on actual reading basis since Jan., 2019 onward, submit consumption data of whole period. Complainant was also directed to pay at least 50% of outstanding dues within 7 days.

Proceedings were held on 31.03.2021 at Bhiwani. The complainant and respondent SDO were present. SDO submitted reply vide no. 9507 dated 31.03.2021. Reply was not satisfactory and also not in consonance with the query of the Forum. Forum again directed respondent SDO to explain the reason for not issuing bill on actual reading basis since Jan., 2019 onward, submit consumption data of whole period.

Proceedings were held on 29.06.2021 at Bhiwani. The complainant and respondent SDO were present. SDO vide no. 10500 dated 29.06.2021 submitted consumption data since 01/2018 to date. Reply was not satisfactory and also not in consonance with the query of the Forum. Forum again directed respondent SDO/XEN to explain the reason for not issuing bill on actual reading basis since Jan., 2019 onward, submit consumption data of whole period and confirm the date, when the first bill was generated on kVAh basis to the complainant.

Proceedings were held on 29.07.2021 at Bhiwani. The complainant and

respondent SDO were present. SDO vide no. 408 dated 29.07.2021 stating that first bill in KVAH had been issued to the complainant in December 2015 as per sales circular No. D-13/2015 and again submitted consumption data since 01/2018 to date. Reply was not satisfactory and also not in consonance with the query of the Forum. Forum again directed respondent SDO/XEN to explain the reason for non-issuing bill on actual reading basis since Jan., 2019 onward and submit consumption data of whole period showing billing period, new and old consumption in KVAH and KWH difference and billed/paid amount etc.

Proceedings were held on 31.08.2021 at Bhiwani. The complainant and respondent SDO were present. SDO vide no. 765 dated 31.08.2021 submitted the revised consumption data from January 2018 to date. Now to come on next date of hearing on 30.09.2021 for final arguments.

Proceedings were held on 30.09.2021 at Bhiwani. Complainant was not present but the respondent SDO was present. SDO vide no. 1116 dated 30.09.2021 stated that the data regarding leading or lagging power factor had not yet been received from M&P wing. Now to come on next date of hearing on 29.10.2021 for arguments.

Proceedings were held on 12.10.2021 at Dadri. The complainant was not present but the respondent SDO was present. SDO did not submit any fresh reply but apprised that the bills were correct and that the payment was rightfully due. The Forum observed that the contention of complainant that he never knew that billing was to be done on kVAh basis is not correct. The Forum also observed that complainant was not appearing before the Forum for the last two dates and therefore one last opportunity is given to the complainant to appear on the next date of hearing. To come up for hearing on 12.11.2021 for final arguments.

Proceedings were held on 12.11.2021. The complainant requested for another date for placing certain documents on record. The Forum observed that it was prima facie a case of ignorance on the part of complainant and the non-raising of the bills in time by the subdivision. The Forum directed both the parties to come prepared for the arguments on the next date of hearing. Next date is fixed as 08.12.2021.

Proceedings were held on 09.03.2022 because the hearings on 08.12.2021 and 10.01.2022 could not be held. The complainant was present through phone call and again argued that had the bills been issued in time, he would have taken remedial measures to correct the power factor in time. But the SDO argued that the complainant was well aware of the fact that billing was being done on kVAh

basis since 2016 and that it was responsibility of the complainant to maintain the power factor. The Forum observed that SDO should place on record complete billing details of the complainant specifically showing the kWh and kVAh readings since April 2016. Next date of hearing is fixed as 11.04.2022.

Proceedings were held on 11.04.2022. The complainant was present through phone call and again argued that had the bills been issued in time, he would have taken remedial measures to correct the power factor in time. But the SDO argued that the complainant was well aware of the fact that billing was being done on kVAh basis since 2016 and that it was responsibility of the complainant to maintain the power factor. The Forum directed SDO to place on record complete billing details of the complainant specifically showing the kWh and kVAh readings since April 2016 and that whether the power factor was in leading or lagging. The Forum directed SDO to find out from record if the downloaded meter data can be made available to the Forum for the disputed period. In the meantime, the complainant should continue to pay the current bills. Next date of hearing is fixed as 12.05.2022.

Proceedings were held on 10.06.2022 at Dadri. The complainant as well as the SDO were present. The Forum reminded SDO that he had been asked to place complete billing details of the complainant specifically showing the kWh and kVAh readings since April 2016 and that whether the power factor was in leading or lagging. During discussions, the complainant showed his daily reading details showing the kVAh and kWh readings separately. Even though the complainant claimed that he had installed Capacitors yet the reading data showed a very low power factor, as low as 0.5. On questioning, the complainant disclosed that his total running load was around 35 kW whereas the capacitors he had installed were of 45 kVAR capacity. This was technically wrong and there was every possibility that due to excessive capacity of capacitors, the power factor could be leading. The Forum directed SDO to find out with the help of M&P as to whether it was possible in the LT CT meter to find out whether power factor was in lagging or leading. The Forum again asked the SDO to place on record the details showing clearly whether the power factor being maintained by the complainant was in leading or lagging. In the meantime, the complainant should continue to pay the current bills. Next date of hearing is fixed as 11.07.2022.

Proceedings were held on 11.07.2022 at Dadri. The complainant as well as the SDO were present. The Forum reminded SDO that he had been asked to place complete billing details of the complainant specifically showing the kWh and



kVAh readings since April 2016 and that whether the power factor was in leading or lagging. The complainant again showed his daily reading details showing the kVAh and kWh readings separately. Even though the complainant claimed that he had installed Capacitors yet the reading data showed a very low power factor, as low as 0.4. The Forum again directed SDO to find out with the help of M&P as to whether it was possible in the LT CT meter to find out whether power factor was in lagging or leading. The Forum again asked the SDO to place on record the details showing clearly whether the power factor being maintained by the complainant was in leading or lagging. In the meantime, the complainant should continue to pay the current bills. Next date of hearing is fixed as 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO submitted that he has just joined the subdivision and that CA has also been transferred and therefore requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



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CASE NO.	3822/2021
DATE OF INSTITUTION	18.10.2021
DATE OF HEARING	12.11.2021, 09.03.2022, 11.04.2022, 10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Er. Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of Sh. Ajay Kumar Gupta, Near Railway Gate, Rohtak Road, Charkhi Dadri, Bhiwani, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Charkhi Dadri.  
SDO (OP) City Sub Divn., DHBVN, Charkhi Dadri.

.....Respondents

Appearance:-

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Ajay Kumar Gupta, Near Railway Gate, Rohtak Road, Charkhi Dadri, Bhiwani, is consumer of DHBVN bearing account no. 2207080000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri. Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that an AVON make meter had been installed to his industrial unit and that its kVAh readings were defective. That when the billing was started on kVAh basis, he was issued very wrong bills and despite the fact that DHBVN themselves agreed that AVON make meters were defective, his wrong charging has not been withdrawn. Also, that non-energy charges have been levied for which no details have been provided to him despite lot of persuasion. Another issue raised is that when DHBVN themselves had declared the AVON make meter not usable, then why meter charges have been charged for replacement of meter. He has 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 08.12.2022 at Dadri for hearing of the case.

Proceedings were held on 09.03.2022 because the hearings on 08.12.2021 and 10.01.2022 could not be held. The complainant argued that all the three issues raised by him in his complaint are genuine but the subdivision is not taking any action to redress the grievance. The SDO submitted replies vide memo nos. 783 dated 07.02.2022, 855 dated 10.02.2022 and 1290 dated 09.03.2022. The Forum directed the SDO to give copies of these replies to complainant also so that he can argue on the issues raised. The Forum also directed the complainant to come for arguments on the next date of hearing. Next date of hearing is fixed as 11.04.2022.

Proceedings were held on 11.04.2022. The Forum directed the SDO to take an advice from the Commercial wing of DHBVN regarding settling the issues arising out of wrong kVAh readings recorded in Avon make meters by the next date of hearing. The Forum also directed the complainant to come for arguments on the next date of hearing. Next date of hearing is fixed as 12.05.2022.

Proceedings were held on 10.06.2022. The complainant as well as the SDO

were present. The complainant again raised the issues one by one, as under:

1. When the AVON make meter has been declared defective by the Nigam, then why the abnormal difference between kWh and kVAh is not being corrected. Also, as to why such formula was proposed for correction which cannot be implemented. That why the kWh and kVAh recorded in his new meter are not being accepted as the base for overhauling the AVON meter abnormality
2. ACD deposited is in excess which should be refunded
3. When the AVON make meter was declared defective by Nigam themselves, then why the meter charges were debited to his account at the time of replacement.

The Forum again directed the SDO to take an advice from the Commercial wing of DHBVN regarding settling the issues arising out of wrong kVAh readings recorded in Avon make meters by the next date of hearing. The Forum also directed the SDO to place on record the kWh and kVAh readings recorded in the AVON make meter and the new meter and as to why the formula proposed by the Nigam circular could not be implemented. The Forum also directed SDO to submit specific replies on the issues of excess ACD and Meter Cost. Next date of hearing is fixed as 11.07.2022.

Proceedings were held on 11.07.2022. The complainant as well as the SDO were present. The SDO did not submit any reply. The Forum again directed the SDO to submit specific replies as under:

- i) To submit complete consumption data of the new meter installed since November 2019 specifically showing kWh and kVAh readings for comparison
  - ii) ACD which is applicable as per consumption data for the FY 2021-22 and as to how much ACD is presently deposited with DHBVN
  - iii) Whether meter cost has been recovered from the complainant which was replaced by Nigam the AVON meter having gone defective
- Next date of hearing is fixed as 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO submitted that he

has just joined the subdivision and that CA has also been transferred and therefore requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
Telephone No. 0124-2971798  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID:cgrf@dhbvn.org.in)**

Case No. DH/CGRF-	3975/2022
Date of Institution:	20.01.2022
Date of Hearing:	07.02.2022, 09.03.2022, 11.04.2022, 10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of Sh. Suresh Kumar, Maa Santoshi Oil Mill, Kanina Road, Charkhi Dadri, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Charkhi Dadri  
SDO (OP) City S/Divn.,DHBVN, Charkhi Dadri

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Suresh Kumar, Maa Santoshi Oil Mill, Kanina Road, Charkhi Dadri, Charkhi Dadri, has an electricity connection bearing account no. 0422970000 under SDO (OP) City S/Divn.,DHBVN, Charkhi Dadri hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint that his unit is situated outside the MC limit of Charkhi Dadri. But still M.C tax is being charged in his bill. He has further stated that municipal tax charged so far may be got refunded/adjusted in his bill. 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 07.02.2022 at Charkhi Dadri for hearing of the case.

Proceedings were held on 09.03.2022. Complainant as well the SDO were present. The SDO submitted that calculation of M Tax charged so far has been calculated and to be verified further from audit. The Forum directed SDO to place on record the amount and also send a copy of the same to the complainant. Next date of hearing is fixed for 11.04.2022.

Proceedings were held on 11.04.2022. Complainant as well the SDO were present. The SDO submitted that calculation of M Tax charged had been calculated and to be verified further from audit. The Forum again directed SDO to place on record the amount and also send a copy of the same to the complainant. Next date of hearing is fixed for 12.05.2022.

Proceedings were held on 10.06.2022. Complainant as well the SDO were present. The SDO again submitted that calculation of M Tax charged had been calculated and to be verified further from audit. The Forum again directed SDO to place on record the amount for whatever period the record was available and also to send copy of the same to the complainant. Next date of hearing is fixed for 11.07.2022.

Proceedings were held on 10.06.2022 at Bhiwani. The complainant again argued that the complete order of the Forum, if read properly, actually meant complete refund of M Tax but the subdivision has implemented only partially without any reason. The complainant submitted a letter and raised some

issues therein and made the following prayers:

7. To refund the M Tax unduly charged and withheld so far
8. To refund the wrongly charged M Tax with 18% interest
9. To find out the records prior to 2007 also and to calculate the total M Tax charged so far and to place it on record for refund.

The Forum directed SDO to submit para wise reply to the issue raised by the complainant by the next date. Next date of hearing is fixed as 11.07.2022.

Proceedings were held on 11.07.2022 at Bhiwani. The SDO did not submit any reply and argued that M Tax over and above the previous order of CGRF was not justified. The Forum observed that SDO should submit a comprehensive reply on the following points:

1. Whether the complainant's premise falls outside municipal limits and whether it qualifies for exemption from M Tax
2. Whether the M Tax continued to be charged from complainant despite the exemption
3. How much M Tax has actually been charged against the complainant so far and how much has been refunded?
4. Whether the M Tax has been discontinued now? from when?

The Forum directed SDO to submit para wise reply to the above issues by the next date. Next date of hearing is fixed as 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO submitted that he has just joined the subdivision and that CA has also been transferred and therefore requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson





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

Case No. DH/CGRF-	4105/2022
Date of Institution:	05.04.2022
Date of Hearing:	11.04.2022, 10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Er. Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of Sh. Pankaj, Kath Mandi, Charkhi Dadri, regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Charkhi Dadri  
SDO (OP) City S/Divn.,DHBVN, Charkhi Dadri

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Pankaj, Kath Mandi, Charkhi Dadri, has an electricity connection bearing account no. 3452970000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he was receiving wrong bills since last 3 years. On complaining to the DHBVN meter was got tested on 15/09/2020 and meter found "running without load" for which sundry of refund of Rs. 55111/- was made. But till date the sundry amount has not been debited from his bill besides the fact that current bills have also been paid. 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 11.04.2022 at Charkhi Dadri for hearing of the case.

Proceedings were held on 11.04.2022. Complainant as well as the SDO were present. The SDO requested for next date for filing the detailed reply. Next date is fixed for 12.05.2022.

Proceedings were held on 10.06.2022. Complainant as well as the SDO were present. The complainant argued that the consumption recorded in September 2020 was defective and the average charged for the defective period was not correct. The SDO submitted reply vide memo no. 1625 dated 11.04.2022 attaching the consumption data of the complainant's account which showed there was no abnormality in the average charged. The Forum asked the SDO to give a copy of the reply to complainant so that he can go through it and submit his objections if any. The Forum directed the complainant to come prepared for arguments on the next date of hearing. Next date is fixed for 11.07.2022.

Proceedings were held on 11.07.2022. Complainant as well as the SDO were present. The complainant again argued that the consumption recorded in September 2020 was defective and the average charged for the defective period

was not on correct basis. The Forum observed that the consumption data placed on record by SDO indicated that average charged for the defective period did not match the basis of new meter consumption. The Forum asked the SDO to place on record the complete consumption data on excel sheet for clear comparison with a copy to the complainant. Next date is fixed for 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO submitted that he has just joined the subdivision and that CA has also been transferred and therefore requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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CASE NUMBER DH/CGRF	4203/2022
DATE OF INSTITUTION	23.05.2022
DATES OF HEARING	10.06.2022, 11.07.2022, 08.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Rajvir Singh, M/S Rajvir Stone Crusher, Atela Kalan regarding exemption of electricity duty.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn.,DHBVN, Charkhi Dadri  
SDO/OP, S/Divn., DHBVN, Atela Kalan

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Rajvir Singh, M/S Rajvir Stone Crusher, Atela Kalan is consumer of DHBVN bearing account no. B36-MRHT-0086 under SDO (OP) S/Divn., DHBVN, Atela Kalan. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his connection falls under the D block whereas per Govt. of Haryana notification electric duty is exempted on new projects established after 06/10/2015 for a period of 7 years. He has requested for refund the ED charged so far along with the interest of 18% and stop charged the ED and refund of ACD along with interest. 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 10.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 10.06.2022. Complainant as well as the SDO were present. The complainant argued that when government had allowed the exemption of ED, then why the same had not been given to him and that the refundable amount should be refunded with penal rate of interest. The SDO requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 11.07.2022.

Proceedings were held on 11.07.2022. Complainant as well as the SDO were present. The SDO again requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(Raj Kumar)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
Telephone No. 01242971798

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CASE NUMBER DH/CGRF	4204/2022
DATE OF INSTITUTION	23.05.2022
DATES OF HEARING	10.06.2022, 11.07.2022, 08.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Rajvir Singh, M/S Shiv Gorakha SC Kheri Bhattar, Charkhi Dadri regarding exemption of electricity duty.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn.,DHBVN, Charkhi Dadri  
SDO/OP, S/Divn., DHBVN, Atela Kalan

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Rajvir Singh, M/S Shiv Gorakha SC Kheri Bhattar, Charkhi Dadri is consumer of DHBVN bearing account no. B36-MRHT-0015 under SDO (OP) S/Divn., DHBVN, Atela Kalan. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his connection falls under the D block whereas per Govt. of Haryana notification electric duty is exempted on new projects established after 06/10/2015 for a period of 7 years. He has requested for refund the ED charged so far alongwith the interest of 18% and stop charged the ED and refund of ACD alongwith interest. 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 10.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 10.06.2022. Complainant as well as the SDO were present. The complainant argued that when government had allowed the exemption of ED, then why the same had not been given to him and that the refundable amount should be refunded with penal rate of interest. The SDO requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 11.07.2022.

Proceedings were held on 11.07.2022. Complainant as well as the SDO were present. The SDO again requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the



complainant. Next date of hearing is 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(Raj Kumar)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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HETRI, SECTOR 16, IDC AREA, GURUGRAM  
Telephone No. 01242971798  
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CASE NUMBER DH/CGRF	4143/2022
DATE OF INSTITUTION	18.04.2022
DATES OF HEARING	10.06.2022, 11.07.2022, 08.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Jagbir Singh, M/S Swastik Stone Crusher, Pichopa Kalan regarding exemption of electricity duty.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn.,DHBVN, Charkhi Dadri  
SDO/OP, S/Divn., DHBVN, Atela Kalan

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Jagbir Singh, M/S Swastik Stone Crusher, Pichopa Kalan is consumer of DHBVN bearing account no. B36-INHT-0048 under SDO (OP) S/Divn., DHBVN, Atela Kalan. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his connection falls under the D block whereas per Govt. of Haryana notification electric duty is exempted on new projects established after 06/10/2015 for a period of 7 years. He has requested for refund the ED charged so far alongwith the interest of 18% and stop charged the ED and refund of ACD alongwith interest. 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 10.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 10.06.2022. Complainant as well as the SDO were present. The complainant argued that when government had allowed the exemption of ED, then why the same had not been given to him and that the refundable amount should be refunded with penal rate of interest. The SDO requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 11.07.2022.

Proceedings were held on 11.07.2022. Complainant as well as the SDO were present. The SDO again requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the

complainant. Next date of hearing is 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(Raj Kumar)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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CASE NUMBER DH/CGRF	4144/2022
DATE OF INSTITUTION	18.04.2022
DATES OF HEARING	10.06.2022, 11.07.2022, 08.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Jagbir Singh, M/S Mahalaxmi Stone Crusher, Pichopa Kalan regarding exemption of electricity duty.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn.,DHBVN, Charkhi Dadri  
SDO/OP, S/Divn., DHBVN, Atela Kalan

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Jagbir Singh, M/S Mahalaxmi Stone Crusher, Pichopa Kalan is consumer of DHBVN bearing account no. B36-INHT-0030 under SDO (OP) S/Divn., DHBVN, Atela Kalan. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his connection falls under the D block whereas per Govt. of Haryana notification electric duty is exempted on new projects established after 06/10/2015 for a period of 7 years. He has requested for refund the ED charged so far alongwith the interest of 18% and stop charged the ED and refund of ACD alongwith interest. 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 10.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 10.06.2022. Complainant as well as the SDO were present. The complainant argued that when government had allowed the exemption of ED, then why the same had not been given to him and that the refundable amount should be refunded with penal rate of interest. The SDO requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 11.07.2022.

Proceedings were held on 11.07.2022. Complainant as well as the SDO were present. The SDO again requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the

complainant. Next date of hearing is 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(Raj Kumar)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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HETRI, SECTOR 16, IDC AREA, GURUGRAM  
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CASE NUMBER DH/CGRF	4145/2022
DATE OF INSTITUTION	18.04.2022
DATES OF HEARING	10.06.2022, 11.07.2022, 08.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Jagbir Singh, M/S Bala Ji Stone Crusher, Bilwal regarding exemption of electricity duty.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn.,DHBVN, Charkhi Dadri  
SDO/OP, S/Divn., DHBVN, Atela Kalan

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO



## **INTERIM ORDER**

Sh. Jagbir Singh, M/S Bala Ji Stone Crusher, Bilwal is consumer of DHBVN bearing account no. B36-INHT-0022 under SDO (OP) S/Divn., DHBVN, Atela Kalan. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his connection falls under the D block whereas per Govt. of Haryana notification electric duty is exempted on new projects established after 06/10/2015 for a period of 7 years. He has requested for refund the ED charged so far alongwith the interest of 18% and stop charged the ED and refund of ACD alongwith interest. 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 10.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 10.06.2022. Complainant as well as the SDO were present. The complainant argued that when government had allowed the exemption of ED, then why the same had not been given to him and that the refundable amount should be refunded with penal rate of interest. The SDO requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 11.07.2022.

Proceedings were held on 11.07.2022. Complainant as well as the SDO were present. The SDO again requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(Raj Kumar)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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HETRI, SECTOR 16, IDC AREA, GURUGRAM  
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CASE NUMBER DH/CGRF	4146/2022
DATE OF INSTITUTION	18.04.2022
DATES OF HEARING	10.06.2022, 11.07.2022, 08.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Jagbir Singh, M/S Bala Ji Stone Crusher, Birhi Kalan regarding exemption of electricity duty.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn.,DHBVN, Charkhi Dadri  
SDO/OP, S/Divn., DHBVN, Atela Kalan

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

## **INTERIM ORDER**

Sh. Jagbir Singh, M/S Bala Ji Stone Crusher, Birhi Kalan is consumer of DHBVN bearing account no. B36-INHT-0003 under SDO (OP) S/Divn., DHBVN, Atela Kalan. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his connection falls under the D block whereas per Govt. of Haryana notification electric duty is exempted on new projects established after 06/10/2015 for a period of 7 years. He has requested for refund the ED charged so far alongwith the interest of 18% and stop charged the ED and refund of ACD alongwith interest. 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 10.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 10.06.2022. Complainant as well as the SDO were present. The complainant argued that when government had allowed the exemption of ED, then why the same had not been given to him and that the refundable amount should be refunded with penal rate of interest. The SDO requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 11.07.2022.

Proceedings were held on 11.07.2022. Complainant as well as the SDO were present. The SDO again requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(Raj Kumar)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



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

Case No. DH/CGRF-	4170/2022
Date of Institution:	25.04.2022
Date of Hearing:	10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Er. Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of Sh. Naresh Goyal, M/S Satguru Enterprises, Badrai,  
Jhoju Kalan regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Charkhi Dadri  
SDO (OP) S/Divn.,DHBVN, Jhoju Kalan

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Naresh Goyal, M/S Satguru Enterprises, Badrai, Jhoju Kalan has an electricity connection bearing account no. BRHT-0002 under SDO (OP) S/Divn.,DHBVN, Jhoju Kalan hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has applied a connection of connected load 300 KW on dated 14/08/2019 vide application no. B 34-819-40 and deposited Rs. 307500/-as ACD. He has also deposited a sum of Rs. 686200/- on dated 29/09/2019 as SCC. But later on, he was told that required material was not available with the Nigam and that if he wanted, to take connection immediately, he could get the work done through authorized contractor. Accordingly, he got executed the work under self-execution scheme and paid the total expenditure to the contractor. He is being fed through rural feeder and where as per the Nigam instruction PLEC not chargeable. So, he has requested not to charge ED and PLEC in the electricity bill from the date of connection and refund of ED, PLEC and service connection charges charged so far alongwith interest of 18% and refund of interest on ACD. 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 10.06.2022 at Charkhi Dadri for hearing of the case.

Proceedings were held on 10.06.2022. Complainant as well as the SDO were present. The complainant argued on the following four nos. issues:

1. That he had applied for HT connection on 14.08.2019 and had deposited service connection charges of more than Rs. 6 lacs. But later, he was asked to get the work done in self-execution which he did by spending more than the sanctioned estimate. And because he had got the work done under self-execution scheme, the service connection charges

should be refunded. The SDO submitted that the estimated cost was only Rs. 93000/- for which the complainant had submitted the papers also. But service connection charges being higher than the estimated cost, were not refundable. The Forum directed SDO to submit all the details of the case along with copy of estimate and other relevant papers by the next date of hearing'

2. That because the supply is from rural feeder and getting curtailed supply of electricity, the PLEC charges are not leviable
3. That as per government order, ED is exempted for 10 years
4. That ACD interest has been given late and therefore should be given to him at penal interest

The Forum observed that SDO's reply covered all the above issues except the feeder running data of the RDS feeder to prove that the supply was curtailed. The Forum directed SDO to submit RDS feeder running data by the next date with a copy to the complainant. Next date of hearing is 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**





FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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Telephone No.-01242971798  
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Case No. DH/CGRF-	4169/2022
Date of Institution:	25.04.2022
Date of Hearing:	10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Er. Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of Sh. Joginder Singh, M/S Jai Mata Di Stone Crusher,  
Birhi Kalan regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Charkhi Dadri  
SDO (OP) S/Divn.,DHBVN, Atela Kalan

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Joginder Singh, M/S Jai Mata Di Stone Crusher, Birhi Kalan an electricity connection bearing account no. B36-BKHT-0008 under SDO (OP) S/Divn., DHBVN, Atela Kalan hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he is having a connection of connected load 778 KW. His connection falls in D Block in MSME category and connection is connected after 06/10/2015. As per the instruction of the Nigam ED is exempted on electricity consumed by the industry. He has requested for refund of Rs. Charged so far alongwith interest of 18% and stop charging the ED and refund interest on ACD. 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 10.06.2022 at Charkhi Dadri for hearing of the case.

Proceedings were held on 10.06.2022. Complainant as well as the SDO were present. The complainant argued that when government had allowed the exemption of ED, then why the same had not been given to him and that the refundable amount should be refunded with penal rate of interest. The SDO requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 11.07.2022.

Proceedings were held on 11.07.2022. Complainant as well as the SDO were present. The SDO again requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the

complainant. Next date of hearing is 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF-	4196/2022
Date of Institution:	10.05.2022
Date of Hearing:	10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Er. Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of Sh. Rati Ram, Vill Makrani, Charkhi Dadri regarding non receiving of bill.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Divn. DHBVN, Charkhi Dadri  
SDO (OP) S/Divn.,DHBVN, S/U Charkhi Dadri

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Rati Ram, Vill Makrani, Charkhi Dadri has an electricity connection bearing account no. under SDO (OP) S/Divn., DHBVN, Sub urban Charkhi Dadri hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they were having a tubewell connection for which they were not receiving bill in the year 2016. On further inquiry from the office a lineman informed that their connection has been permanently disconnected without any information to them. They went to the office and paid the outstanding bill amount. In the year 2017 they had applied for installation of transformer due to voltage problem. For this estimate was made, amount deposited and transformer installed by the Nigam. But they have not been receiving bill and requested for issuing of bill. 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 10.06.2022 at Charkhi Dadri for hearing of the case.

Proceedings were held on 10.06.2022. Complainant as well as the SDO were present. The complainant argued that in fact he was never ever told that his connection had been disconnected. His estimate was prepared, the charges against transformer were got deposited, the transformer was installed and in fact, the connection was never ever disconnected, the bills should not have been discontinued. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 11.07.2022.

Proceedings were held on 11.07.2022. Complainant as well as the SDO were present. The SDO vide his reply submitted that as per record, the

complainant's connection had been disconnected vide PDCO no. 91/43 dated 03.10.2016 against a defaulting amount of Rs. 18565/-. The complainant deposited Rs. 20000/- on 22.11.2016 when he was told by Lineman that some dues were pending against him. Also, that the RCO formality was not completed and therefore the bills were not generated. The Forum directed SDO to clarify as to why the estimate for transformer was made, why the amount was got deposited and why the transformer was installed against deposit estimate when the connection as per records had been lying disconnected. The Forum directed SDO to submit reply by the next date with a copy to the complainant. Next date of hearing is 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
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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, 03.03.2022, 11.04.2022, 01.06.2022, 10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Sanjeev Chopra	Chairperson
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.

Proceedings were held on 03.03.2022 at Bhiwani. The complainant as well as the SDO was 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 specifically as to whether capacitors were installed or not, whether the capacitors also got switched off at the time of switching off the supply etc. Now to come on next date of hearing on 31.03.2022.

Proceedings were held on 11.04.2022 at Bhiwani. Neither the complainant nor the SDO was present. The Forum again directed SDO to



submit a detailed reply stating all the facts in one go so that ground situation comes to the notice of Forum specifically as to whether capacitors were installed or not, whether the capacitors also got switched off at the time of switching off the supply etc. Now to come on next date of hearing on 29.04.2022.

Proceedings were held on 01.06.2022 at Bhiwani. Neither the complainant nor the SDO was present. The Forum again directed SDO to submit a detailed reply stating all the facts in one go so that ground situation comes to the notice of Forum specifically as to whether capacitors were installed or not, whether the capacitors also got switched off at the time of switching off the supply etc. Now to come on next date of hearing on 30.06.2022.

Proceedings were held on 10.06.2022 at Dadri. Complainant as well as the SDO were present. The Forum directed SDO to submit a detailed reply stating all the facts in one go so that ground situation comes to the notice of Forum specifically as to whether capacitors were installed or not, whether the capacitors also got switched off at the time of switching off the supply etc. Now to come on next date of hearing on 11.07.2022.

Proceedings were held on 11.07.2022. Complainant as well as the SDO were present. The SDO again requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF-	4089 / 20221
Date of Institution:	22.03.2022
Date of Hearing:	10.06.2022, 11.07.2022, 08.08.2022

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

Present:

Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of Sh. Pradeep Aggarwal, M/S Diamond 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. Pradeep Aggarwal c/o M/S Diamond Stone Crusher, Kheri Battar, Atela Kalan, Bhiwani is a consumer of DHBVN bearing account no. MRHT - 0024 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 During the months of December 2016 to April 2017, there was huge difference between kWh and kVAh despite the fact that capacitors were installed and working. That they have been charged unnecessarily high amount for no fault of theirs. 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 10.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 10.06.2022 at Dadri. Complainant as well as the SDO were present. The Forum directed SDO to submit a detailed reply stating all the facts in one go so that ground situation comes to the notice of Forum specifically as to whether capacitors were installed or not, whether the capacitors also got switched off at the time of switching off the supply etc. Now to come on next date of hearing on 11.07.2022.

Proceedings were held on 11.07.2022. Complainant as well as the SDO were present. The SDO again requested for another date for checking up from records the facts of the case and submission of reply. The Forum directed SDO to submit detailed reply by the next date with a copy to the complainant. Next date of hearing is 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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Case No. DH/CGRF-	4257/2022
Date of Institution:	21.06.2022
Date of Hearing:	11.07.2022, 08.08.2022

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

Present:

Sanjeev Chopra	Chairperson
Raj Kumar	Member Technical

In the matter of complaint of Sh. Monu Goyal, Near Dhani Phatak, Charkhi Dadri regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn. DHBVN, Charkhi Dadri  
SDO (OP) City S/Divn.,DHBVN, Charkhi Dadri

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

## **INTERIM ORDER**

Sh. Monu Goyal, Near Dhani Phatak, Charkhi Dadri an electricity connection bearing account no. 7231380000 under SDO (OP) City S/Divn., DHBVN, Charkhi Dadri hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has paid bill upto 09/2020. Thereafter lockdown started and the bills have been raised on average basis. The meter was got defective. He has requested for preparing bills on actual consumption. 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 11.07.2022 at Charkhi Dadri for hearing of the case.

Proceedings were held at Dadri on 11.07.2022. Complainant as well as SDO were present. The complainant explained his case as under:

1. That he had cleared the bill up to December 2019
2. That he paid MMC bill for January 2020
3. That he did not receive bill for February 2020 and March 2020
4. That lockdown was announced on 24.03.2020
5. The next bill was received in July / august 2020 on average basis whereas the bill should have been as the reading in the meter
6. New meter was installed in September 2020 which was also removed in October 2020 on account of non-payment
7. That the meter test report from lab was also OK
8. That he should be charged the bills as per reading

The Forum directed SDO to place complete data on record including the consumption recorded in the new meter and the lab

report of the removed meter. Now to come up for hearing on 08.08.2022.

Proceedings were held on 08.08.2022 through Video calling. The Complainant as well as the SDO were present. The SDO again requested for another date for submission of detailed reply. Next date of hearing is fixed as 09.09.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SANJEEV CHOPRA)**  
**Chairperson**