



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) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3893 / 2021
DATE OF INSTITUTION	14.12.2021
DATES OF HEARING	17.12.2021, 02.02.2022, 17.02.2022, 08.03.2022, 21.03.2022, 07.04.2022, 25.05.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Smt. Rajwati, New Bharat Colony, Kheri Kalan,
Pani Plant Chandi Wala Bagh, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad.
SDO (OP) Sub Divn., DHBVN, Kheri Kalan.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Smt. Rajwati, New Bharat Colony, Kheri Kalan, Pani Plant Chandi Wala Baag Faridabad is consumer of DHBVN bearing account no. 5286137847 under SDO (OP) sub Divn., DHBVN, Kheri Kalan Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she has received bill amounting to Rs. 8120283/-. Therefore, she has requested the Forum to redress his grievance.

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 17.12.2021 at Faridabad for hearing of the case.

Proceedings were held on 17.12.2021. SDO as well as complainant were present. The SDO submitted that the case has been studied but required some more time to put up a comprehensive reply. Next date of hearing was fixed on 05.01.2022. No coercive action should be taken against the complainant till final decision of the case.

Proceedings were held on 02.02.2022. The SDO as well as the complainant were present. The SDO submitted replies vide memo no. 2006 dated 05.01.2022 and memo no. 2182 dated 02.02.2022 stating that bill has been corrected and that only an amount of Rs. 54376/- was payable. Copies of these replies have also been given to the complainant. The Forum directed the complainant to check up and submit his statement on the next date of hearing. Next date of hearing was fixed on 17.02.2022. No coercive action should be taken against the complainant till final decision of the case.

Proceedings were held on 17.02.2022. The SDO was present on video call whereas the complainant was present in person. The Forum directed the complainant to visit the subdivision to see for himself the record and submit his statement on the next date of hearing. Next date of hearing was fixed on 04.03.2022. No coercive action should be taken against the complainant till final decision of the case.

Proceedings were held on 08.03.2022. The SDO was present on video call whereas the complainant was present in person. The Forum again directed the complainant to visit the subdivision to see for himself the record and submit his statement on the next date of hearing. Next date of hearing was fixed on 21.03.2022. No coercive action should be taken against the complainant till final decision of the case.

Proceedings were held on 21.03.2022. The SDO was present on video call whereas the complainant was present in person. The Forum again directed the complainant to visit the subdivision to see for himself the record and submit his statement on the next date of hearing. Next date of hearing was fixed on 07.04.2022. No coercive action should be taken against the complainant till final decision of the case.

Proceedings were held on 07.04.2022. The SDO was present on video call whereas the complainant was present in person. The Forum again directed the complainant to visit the subdivision to see for himself the record and submit his statement on the next date of hearing. Next date of hearing was fixed on 20.04.2022. No coercive

action should be taken against the complainant till final decision of the case.

Proceedings were held on 25.05.2022. The SDO as well as the complainant was present. The Forum again directed the complainant to visit the subdivision to see for himself the record and submit his statement on the next date of hearing. The Forum also observed that matter regarding settling the kWh and kVAh readings of the AVON meters also needs to be clarified from Commercial wing and SDO is directed to raise the issue with the concerned wing of DHBVN. Next date of hearing was fixed on 06.06.2022. No coercive action should be taken against the complainant till final decision of the case.

Proceedings were held on 06.06.2022. The SDO as well as the complainant was present. The Forum again observed that matter regarding settling the kWh and kVAh readings of the AVON meters also needs to be clarified from Commercial wing and SDO is again directed to raise the issue with the concerned wing of DHBVN. Next date of hearing was fixed on 20.06.2022. No coercive action should be taken against the complainant till final decision of the case.

Proceedings were held on 06.07.2022. The SDO as well as the complainant was present. The Forum directed SDO to take up the matter with Commercial wing regarding settling the kWh and kVAh readings of the AVON meters. Next date of hearing was fixed on 20.07.2022. No coercive action should be taken against the complainant till final decision of the case.

Proceedings were held on 20.07.2022. The SDO as well as the complainant was present. The Forum again directed SDO to take up the matter with Commercial wing regarding settling the kWh and kVAh readings of the AVON meters. No coercive action should be taken against the complainant till final decision of the case. Now to come up for hearing on 03.08.2022.

Proceedings were held on 03.08.2022. The SDO was present in person but the complainant was present through phone call. The Forum observed that it was a case where AVON meter was installed the kWh and kVAh readings of which had been found defective by the department. But in this case, because the meter was removed after effecting the PDCO on complainant's request, there is no reference available of the power factor of the new meter. Therefore, the Forum directed SDO to find out from records whether the reference of power factor of the meter prior to installation of AVON meter was available in record or not, and if available, to place it on record in the next hearing. Now to come up for hearing on 22.08.2022.

Proceedings were held on 22.08.2022. The SDO was not present but the complainant was present through phone call. SDO requested for next date. The Forum again directed SDO to find out from records whether the reference of power factor of the meter prior to installation of AVON meter was available in record or not, and if available, to place it on record in the next hearing on 05.09.2022

(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) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4075 / 2022
DATE OF INSTITUTION	17.03.2022
DATES OF HEARING	21.03.2022, 07.04.2022, 25.05.2022, 06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S Savana Welfare Association, Flat no. 1106, T2-RPS Savana, Sec-88, Greater Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad
SDO (OP) Sub Divn., DHBVN, Kheri Kalan

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/S Savana Welfare Association, Flat no. 1106, T2- RPS Savana, Sec-88, Greater Faridabad is consumer of DHBVN bearing account no. under SDO (OP) Sub Divn., DHBVN, Kheri Kalan Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the developer has not obtained the complete, adequate, desired connection from the Nigam because of which there are innumerable power outages, erratically voltage fluctuations resulting consumer electrical appliances damages and billing problems. Also during long power cuts the company is charging the huge amount per unit equivalent to Rs. 26.60 per unit +GST. Therefore, they have requested the Forum to redress their grievances.

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 21.03.2022 at Faridabad for hearing of the case.

Proceedings were held on 21.03.2022. The complainant as well as the SDO was present. The SDO submitted that report will be placed on record on the next date of hearing. Now to come up for hearing on 07.04.2022.

Proceedings were held on 07.04.2022. The complainant as well as the SDO was present. The Forum directed SDO to issue notices to the developer M/S RPS telling them to implement provisions of single point regulations and to appear before the Forum on the next date of hearing, to submit para wise reply of the issues raised in the complaint

and to put up status report after verifying the facts at site. Now to come up for hearing on 20.04.2022.

Proceedings were held on 25.05.2022. The complainant, the developer as well as the SDO was present. The developer M/S RPS submitted their reply to the issues raised in the complaint. Copies of this reply was given to the complainant as well as the SDO. The complainant and the SDO were asked to make their respective submissions on the reply submitted by the developer. The SDO was also directed to conduct a survey of the society and verify the ground situation specially with reference to the issues raised in the complaint. Now to come up for hearing on 06.06.2022.

Proceedings were held on 06.06.2022. The SDO submitted reply to the reply submitted by M/S RPS on the last date of hearing. The SDO was also directed to conduct a survey of the society and verify the ground situation specially with reference to the issues raised in the complaint and to submit an independent report on the matter. Now to come up for hearing on 20.06.2022.

Proceedings were held on 06.07.2022. The complainant as well as the SDO were present. Clubbed with this case is the case number 4065 / 2022 filed by Sh. Sankar Kumar Dan, the matter being exactly same. The Forum observed that the SDO, even though directed during the last hearing to conduct a detailed survey to verify the facts on ground, did not submit any such report. The Forum again directed SDO to conduct a survey of the said society and verify in writing specifically the implementation of provisions of the Single Point Regulation 2020.

The Forum also asked M/S RPS to submit any further reply, if needed, specifically with reference to the reply submitted by DHBVN. Now to come up for hearing on 20.07.2022.

Proceedings were held on 20.07.2022. The complainant as well as the SDO were present. Clubbed with this case is the case number 4065 / 2022 filed by Sh. Sankar Kumar Dan, the matter being exactly same. The Forum observed that the SDO, even though directed during the last hearing to conduct a detailed survey to verify the facts on ground, did not submit any such report. The Forum again directed SDO to conduct a survey of the said society and verify in writing specifically the implementation of provisions of the Single Point Regulation 2020. The Forum also asked M/S RPS to submit any further reply, if needed, specifically with reference to the reply submitted by DHBVN. Now to come up for hearing on 03.08.2022.

Proceedings were held on 03.08.2022. The complainant as well as the SDO were present. Clubbed with this case is the case number 4065 / 2022 filed by Sh. Sankar Kumar Dan, the matter being exactly same. The Forum SDO and the advocate Mr. Raj Kumar Bhati appearing on behalf of DHBVN submitted a site survey report duly signed by the officers of DHBVN Kheri Kalan subdivision. Copies of this site survey report were given to the complainant as well as the representative of builder / developer M/S RPS. As demanded by the complainant, the copy of approved electrification plan was also handed over to him by the SDO. The Forum observed that the SDO in his report has brought some facts, which should be gone through the complainant as well as by M/S RPS. The Forum directed complainant as well as M/S RPS to

submit their statements on the site survey report latest by 18th August with copies to the SDO Kheri Kalan subdivision and that all parties should come on the next date of hearing duly prepared for arguments and also to submit their respective arguments in writing. Now to come up for hearing on 22.08.2022.

Proceedings were held on 22.08.2022 at Faridabad. The SDO was present on video call but the complainant requested for next date. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4090 / 2022
DATE OF INSTITUTION	29.03.2022
DATES OF HEARING	07.04.2022, 25.05.2022, 06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

**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. Supreet Singh Narula, 604, Castle-B, Omaxe SPA Village, Sec-78, Greater Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad.
SDO (OP) Sub Divn., DHBVN, Kheri Kalan.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Supreet Singh Narula, 604, Castle-B, Omaxe SPA Village, Sec-78, Greater Faridabad is consumer of DHBVN bearing account no. F15-BSHT-0029 under SDO (OP) sub Divn., DHBVN, Kheri Kalan Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding erratic and malafide billing of electricity connection and non-compliance of HERC Regulation NO. 49/2020 (Single Point Connection). Therefore, he has requested the Forum to redress his grievances.

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 07.04.2022 at Faridabad for hearing of the case.

Proceedings were held on 07.04.2022. The complainant as well as the SDO was present. The Forum directed SDO to issue notices to the developer M/S Omaxe telling them to implement provisions of single point regulations and to appear before the Forum on the next date of hearing, to submit para wise reply of the issues raised in the complaint and to put up status report after verifying the facts at site. Now to come up for hearing on 20.04.2022.

Proceedings were held on 25.05.2022. The complainant, the developer as well as the SDO was present. The developer M/S Omaxe were asked to submit their reply to the issues raised in the complaint. The SDO was also directed to conduct a survey of the society and verify the ground situation specially with reference to the issues raised in the complaint. Now to come up for hearing on 06.06.2022.

Proceedings were held on 06.06.2022. The SDO was present. The SDO was again directed to conduct a survey of the society and verify the ground situation specially with reference to the issues raised in the complaint. Now to come up for hearing on 20.06.2022.

Proceedings were held on 06.07.2022. The SDO as well as complainant were present. The RWA of M/S Omaxe was represented by an advocate. The Forum reminded M/S Omaxe that on the last date of hearing on 06.07.2022, they had promised that henceforth, the monthly electricity bills to residents would be raised in two formats A & B, as per provisions of the Regulations of 2020. The Forum also took serious view that despite clear directions on the last date of hearing, the SDO had not conducted any detailed survey of the society to verify the issues raised in the complaint. The SDO was again directed to conduct a survey of the society and verify the ground situation specially with reference to the issues raised in the complaint. Now to come up for hearing on 20.07.2022.

Proceedings were held on 06.07.2022. The SDO as well as complainant were present. The RWA of M/S Omaxe was represented by an advocate. The Forum reminded M/S Omaxe that on the last date of hearing on 06.07.2022, they had promised that henceforth, the monthly electricity bills to residents would be raised in two formats A & B, as per provisions of the Regulations of 2020. The Forum also took serious view that despite clear directions on the last date of hearing, the SDO had not conducted any detailed survey of the society to verify the issues raised in the complaint. The SDO was again directed to conduct a survey of the society and verify the ground situation

specially with reference to the issues raised in the complaint. Now to come up for hearing on 20.07.2022.

Proceedings were held on 20.07.2022. The SDO as well as complainant were present. The RWA appearing as respondent placed on record the two billing formats as mandated by the Single Point Regulation 2020 and apprised that from next billing cycle, the electricity bills to the residents would be given on these two formats. The complainant submitted that he had no further issue once the bills on these two formats were delivered henceforth. The SDO was again directed to ensure that next bills to the residents, including the complainant, are generated on the two formats as committed by the RWA. Now to come up for hearing on 03.08.2022.

Proceedings were held on 03.08.2022. The Forum was apprised by the SDO that issuing of bills on prescribed formats would take some more time and therefore requested to fix up another date for further arguments. Now to come up for hearing on 22.08.2022.

Proceedings were held on 22.08.2022 at Faridabad. The SDO was present on video call but the complainant requested for next date. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4136 / 2022
DATE OF INSTITUTION	18.04.2022
DATES OF HEARING	25.05.2022, 06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

**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. Prem Sagar, House no. 828, Sce-15 A,
Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad.
SDO (OP) Sub Divn., DHBVN, Kheri Kalan

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Prem Sagar, House no. 828, Sce-15 A, Faridabad is consumer of DHBVN bearing account no. 2030590000 under SDO (OP) sub Divn., Kheri Kalan, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has taken a land on lease. On 10/12/2015 DHBVN has made a theft case vide LL1 no.2625/4 dated 10/12/2015. An FIR was lodged in the court of Sh. Mahesh Kumar I&P Faridabad. Decision was given in the favour of him by Hon'ble Court. The total assessment and compounding amount of theft was Rs. 227885/-, for which 50% amount of Rs. 113943/- was deposited by him in the DHBVN. But till date the amount so deposited has not been paid back by the department. Therefore, he has requested the Forum to redress his grievance.

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 06.05.2022 at Faridabad for hearing of the case.

Proceedings were held on 25.05.2022. The complainant as well as SDO were present. The Forum directed SDO to place on record the facts of the case, copy of the decision of the court and whether any appeal against the lower court order has been preferred in the next higher court by the subdivision. Now to come up for hearing on 06.06.2022.

Proceedings were held on 06.06.2022. Complainant was not present but the SDO was present. The SDO submitted reply a copy of which was directed to be given to the complainant. The subdivision in the reply have said that the Forum does not have any jurisdiction to hear the complaint

because it related to the assessment against theft of electricity and that the notice of assessment has not yet been disposed of by the court. The Forum asked the complainant to make his submissions w.r.t. the reply submitted by the subdivision. Now to come up for hearing on 20.06.2022.

Proceedings were held on 06.07.2022. Complainant was not present but the SDO was present. The SDO submitted reply a copy of which was directed to be given to the complainant. The subdivision again submitted that the Forum did not have any jurisdiction to hear the complaint because it related to the assessment against theft of electricity and that the notice of assessment has not yet been disposed of by the court. The Forum asked the complainant to make his submissions w.r.t. the reply submitted by the subdivision. Now to come up for hearing on 20.07.2022.

Proceedings were held on 20.07.2022. Complainant was not present but the SDO was present. The Forum asked the complainant to make his submissions w.r.t. the reply submitted by the subdivision. Now to come up for hearing on 03.08.2022.

Proceedings were held on 03.08.2022. Complainant was not present but the SDO was present. The Forum again asked the complainant to make his submissions w.r.t. the reply submitted by the subdivision. Now to come up for hearing on 22.08.2022.

Neither the complainant nor the SDO were present. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4175 / 2022
DATE OF INSTITUTION	25.04.2022
DATES OF HEARING	25.05.2022, 06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S Sterling Tools Ltd., Plot no. 81, Sec-25,
Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/S Sterling Tools Ltd., Plot no. 81, Sec-25, Faridabad is consumer of DHBVN bearing account no. 6207090000 under SDO (OP) S/U S/Divn., DHBVN, Ballabhgarh and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they had got increased their electricity CD from 1400 KVA to 1850 KVA and connected load from 1260 KW to 1665 KW on 24/12/2020. But till date this has not been updated in the DHBVN system and old CD and connected load is reflected on electricity bills. Therefore, he has requested the Forum to redress his grievance.

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 06.05.2022 at Faridabad for hearing of the case.

Proceedings were held on 25.05.2022. The SDO as well as the complainant were present. The Forum directed SDO to submit complete record of the case by the next date of hearing. Now to come up for hearing on 06.06.2022.

Proceedings were held on 06.06.2022. The complainant as well as SDO were present. The complainant argued that when the money spent on erection of independent feeder was more than the service connection charges, then why he was being asked to deposit the service connection charges. The SDO argued that the sales circular of the Nigam says that irrespective of the fact that independent feeder had been erected by the complainant, service connection charges are leviable on extension of load. The Forum observed that there was some misconception and that SDO

should submit all the facts in writing by the next date of hearing. Now to come up for hearing on 20.06.2022.

Proceedings were held on 06.07.2022. The complainant as well as SDO were present. The Forum directed SDO to submit all the facts in writing by the next date of hearing. Now to come up for hearing on 20.07.2022.

Proceedings were held on 20.07.2022. The complainant as well as SDO were present. The SDO submitted reply vide his letter dated 20.07.2022 annexing thereby details of the estimated cost of erection of feeder and phase wise service connection charges applicable. The Forum observed that it would take some time to scrutinize the papers placed on record and therefore reserved the order to the next date of hearing on 03.08.2022. Now to come up for orders 03.08.2022.

Proceedings were held on 03.08.2022. The complainant as well as SDO was present. The SDO had submitted reply vide his letter dated 20.07.2022 annexing all the relevant details. The Forum observed that it would take some time to scrutinize the papers placed on record and therefore reserved the order to the next date of hearing on 22.08.2022.

Proceedings were held on 22.08.2022. The complainant as well as SDO was present. The Forum observed that it would take some time to scrutinize the papers placed on record and therefore reserved the order to the next date of hearing on 05.09.2022.

(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) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4140 / 2022
DATE OF INSTITUTION	18.04.2022
DATES OF HEARING	25.05.2022, 06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Faridabad Sh. Dharmendu Srivastava, Sterling Tools Ltd., 49 KM Prithla, Sohna regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Dharmendu Srivastava, Sterling Tools Ltd., 49 KM Prithla, Sohna is consumer of DHBVN bearing account no. F42 PIHT-0025 under SDO (OP) S/U S/Divn. Palwal and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has received a bill in the month of 06/2021 in which Rs. 10455/- has been charged extra. Second bill received in the month of 01/2022 sundry charges of Rs. 1528358/- has been imposed and requested for providing detail of the extra charges and correction of bill. Therefore, he has requested the Forum to redress his grievance.

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 20.04.2022 at Faridabad for hearing of the case.

Proceedings were held on 25.05.2022 at Faridabad. Complainant was present but the SDO was not present. The Forum directed SDO to put up complete details of the case and charging of Panchayat Tax on the consumption. Now to come up for hearing on 06.06.2022.

Proceedings were held on 06.06.2022 at Faridabad. Complainant was present but the SDO was not present. The Forum directed SDO to put up complete details of the case and charging of Panchayat Tax on the consumption. Now to come up for hearing on 06.06.2022.

Proceedings were held on 06.07.2022 at Faridabad. Complainant was present in person but the SDO was present on phone. The SD informed that Rs. 73000/- have been refunded through sundry but the complainant argued that the total refundable amount should be Rs. 84000/-. The Forum

directed SDO and the complainant to sit together and reconcile the difference of Rs. 11000/-. Now to come up for hearing on 20.07.2022.

Proceedings were held on 20.07.2022 at Faridabad. Complainant was present in person but the SDO was present on phone. The Forum again directed SDO and the complainant to sit together and reconcile the difference of Rs. 11000/-. Now to come up for hearing on 03.08.2022.

Proceedings were held on 03.08.2022 at Faridabad. Complainant was present in person but the SDO was not present. The Forum again directed SDO and the complainant to sit together and reconcile the difference of Rs. 11000/-. Now to come up for hearing on 22.08.2022.

Proceedings were held on 22.08.2022 at Faridabad. Complainant was present in person but the SDO was not present. The Forum again directed SDO and the complainant to sit together and reconcile the difference of Rs. 11000/-. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4124 / 2022
DATE OF INSTITUTION	11.04.2022
DATES OF HEARING	25.05.2022, 06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S Weartech Alloys Pvt. Ltd., M-46, Killa No. 24,
Plot no. 10, Vill- Mitrol, Teh Hodal, Palwal regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Palwal
SDO (OP) S/Divn., DHBVN, Dheeghot

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/S Weartech Alloys Pvt. Ltd., M46, Killa No. 24, Plot no. 10, Vill-Mitrol, Teh Hodal, Palawal is consumer of DHBVN bearing account no. F42 PIHT-0025 under SDO (OP)S/Divn Deeghot and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have received bill in the month of 03/2022 with arrear amount of Rs. 535677/-, whereas no arrear from his side was due and requested for refund of arrear amount paid by him. Therefore, they have requested the Forum to redress their grievance.

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 20.04.2022 at Faridabad for hearing of the case.

Proceedings were held in Faridabad on 25.05.2022. Neither the complainant nor the SDO was present. The Forum directed both the parties to be present on the next date of hearing. Now to come up for hearing on 06.06.2022.

Proceedings were held in Faridabad on 06.06.2022. Neither the complainant nor the SDO was present. The Forum directed both the parties to be present on the next date of hearing. Now to come up for hearing on 20.06.2022.

Proceedings were held in Faridabad on 06.07.2022. Complainant was not present but the SDO was present. The SDO submitted reply vide memo no. dated stating Forum directed both the parties to be present on the next date of hearing. Now to come up for hearing on 20.07.2022.

Proceedings were held in Faridabad on 20.07.2022. Complainant was not present but the SDO was present. The SDO had submitted reply on the last date of hearing vide memo no. 487 dated 06.07.2022 stating that complete case had been sent to CE Commercial for withdrawal of Rs. 268436 and Rs. 211467 i.e. for a total amount of Rs. 479903/- but the reply was still awaited from Commercial wing. Because the complainant was not present, his version could not be recorded. The Forum observed that it was not clear whether the complainant wanted to get his grievance redressed through this Forum or through operation wing of DHBVN. The Forum directed SDO to update the status on the next date and also directed the complainant to be present on the next date of hearing otherwise the case would be dismissed. Now to come up for hearing on 03.08.2022.

Proceedings were held in Faridabad on 03.08.2022. Neither the complainant nor the SDO was present. The SDO had submitted reply on the last date of hearing vide memo no. 487 dated 06.07.2022 stating that complete case had been sent to CE Commercial for withdrawal of Rs. 268436 and Rs. 211467 i.e. for a total amount of Rs. 479903/- but the reply was still awaited from Commercial wing. The Forum again observed that it was not clear whether the complainant wanted to get his grievance redressed through this Forum or through operation wing of DHBVN. The Forum again directed SDO to update the status on the next date and also directed the complainant to be present on the next date of hearing otherwise the case would be dismissed. Now to come up for hearing on 22.08.2022.

Proceedings were held in Faridabad on 22.08.2022. Neither the complainant nor the SDO was present. The Forum again directed SDO to update the status on the next date and also directed the complainant to be

present on the next date of hearing otherwise the case would be dismissed.
Now to come up for hearing on 05.09.2022.

(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) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4202 / 2022
DATE OF INSTITUTION	25.04.2022
DATES OF HEARING	06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S Sterling Tools Ltd., 12/2, Mathura Road, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad.
SDO (OP) Sub Divn., DHBVN, Mathura Road

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/S Sterling Tools Ltd., 12/2, Mathura Road, Faridabad is consumer of DHBVN bearing account no. 3016855839 under SDO (OP) sub Divn., Mathura Road, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has applied for disconnection of electric supply on 15/11/2021. DHBVBN has discontinued and disconnected service, but still meter is not removed. He has visited the S/divn. office and submitted application for ACD refund. Still DHBVN has not completed their internal procedures and generated bill of Rs. 495155/-which is not ethical and requested to clear the bill to zero and refund of ACD amount. He paid his energy bills in 03/2021 and applied for disconnection of supply. 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 06.06.2022 at Faridabad for hearing of the case.

Proceedings were held on 06.06.2022. The complainant as well as the SDO were present. The complainant argued that they had made a request for disconnection of their connection and it was actually disconnected on 15.11.2021. But M&P wing came late at the site and disconnected officially only in January 2022 and therefore the bills even after disconnection in November 2021 have been served upon them. The SDO was directed by the Forum to come out with facts of the case and put up a detailed reply. Now to come up for hearing on 20.06.2022.

Proceedings were held on 06.07.2022. The complainant as well as the SDO were present. The SDO was directed on the last date of hearing to compare the last reading recorded by subdivision at the time of actual

disconnection at site and the reading recorded by M&P when they went for formal disconnection. The SDO submitted that copy of MT-1 would be available from M&P but they have to dig out their own record of the subdivision. The Forum directed SDO to place on record facts of the case and put up a detailed reply. Now to come up for hearing on 20.07.2022.

Proceedings were held on 20.07.2022. The complainant was present in person whereas the SDO was present on phone. The SDO informed that copies of MT-1 and all other relevant papers from M&P had been collected and would be submitted before the Forum on the next date of hearing along with detailed reply. Now to come up for hearing on 03.08.2022.

Proceedings were held on 03.08.2022. The complainant was present in person but the SDO was not present. The Forum directed SDO to submit all the details on the next date of hearing along with detailed written reply. Now to come up for hearing on 22.08.2022.

Proceedings were held on 03.08.2022. The complainant as well as the SDO was present. SDO submitted that the issue raised in complaint will be resolved by the next date of hearing and requested for next date. Now to come up for hearing on 5.09.2022.

(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) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4219 / 2022
DATE OF INSTITUTION	26.05.2022
DATES OF HEARING	06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S United Oil Mill Machinery & Spares Pvt Ltd.,
39 KM, Mathura Road, Ballabgarh regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Ballabgarh
SDO (OP) S/Divn., DHBVN, Ballabgarh

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/S United Oil Mill Machinery & Spares Pvt Ltd., 39 KM, Mathura Road, Balabgarh is consumer of DHBVN bearing account no. 1627001000 under SDO (OP) sub Divn., Ballabgarh, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that their company was incorporated in 1968 and they have been paying security charges/ACD from 1968 onwards. The security charges/ACD deposited in the department from the year 2017 onwards. But as per law they are not being paid the interest on security charges/ACD and not being adjusted in the electricity bill. They are approaching the department regularly for calculating the interest and adjustment of the same, but the said amount has not been credited their electricity bill. 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 06.06.2022 at Faridabad for hearing of the case.

Proceedings were held on 06.06.2022. The complainant as well as the SDO were present. The complainant submitted that they had paid an ACD of Rs. 166068/- in 1968 at the time of connection but against this amount, only an amount of Rs. 60300/- is shown as ACD in the billing system. Subsequently, they paid an ACD of Rs. 37677/- which is correctly reflected but the original difference of Rs. 166068 – Rs. 60300 still remains. The Forum directed SDO to check up from records the total amount of ACD with the Nigam. Now to come up for hearing on 20.06.2022.

Proceedings were held on 06.07.2022. The complainant as well as the SDO were present. The Forum again directed SDO to check up from records the total amount of ACD with the Nigam especially in light of the papers submitted by the complainant showing not only the interest paid but also the TDS deducted. Now to come up for hearing on 20.07.2022.

Proceedings were held on 20.07.2022. The complainant as well as the SDO were present. The Forum again directed SDO to check up from records the total amount of ACD with the Nigam especially in light of the papers

submitted by the complainant showing not only the interest paid but also the TDS deducted. Now to come up for hearing on 03.08.2022.

Proceedings were held on 03.08.2022. The complainant as well as the SDO were present. The Forum observed that the complainant did not have any proof of the ACD he is claiming and that the only papers he is banking upon is the interest paid by DHBVN over the years. The Forum observed that it is a matter which can be resolved by the offices of FA Head Quarters and the CFO. The Forum directed SDO to take up the matter with FA HQ and CFO to verify the claims of the complainant and also to place on record any other relevant details of the case. Now to come up for hearing on 22.08.2022.

Proceedings were held on 22.08.2022. The complainant as well as the SDO were present. The Forum again directed SDO to take up the matter with FA HQ and CFO to verify the claims of the complainant and also to place on record any other relevant details of the case. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4216 / 2022
DATE OF INSTITUTION	24.05.2022
DATES OF HEARING	06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

**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. Jagjit Mohan Vij, 1062, Sec-15, Faridabad regarding wrong net metering

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad.
SDO (OP) Sub Divn., DHBVN, East Faridabad

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Jagjit Mohan Vij, 1062, Sec-15, Faridabad is consumer of DHBVN bearing account no. 9391501000 under SDO (OP) sub Divn., East Faridabad, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has received bills of solar net meter installed for solar system from 04/2018 to 04/2022 wherein DHBVN has raised bill for the excess import of units over export but when the export unit are higher than the import units DHBVN has not given any credit for the excess units exported to DHBVN. DHBVN is not settling the account as per sales circular no. D18/2016. 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 06.06.2022 at Faridabad for hearing of the case.

Proceedings were held on 06.06.2022. The complainant as well as the SDO was present. The Forum directed SDO to put up facts of the case by the next date of hearing. Now to come up for hearing on 20.06.2022.

Proceedings were held on 06.07.2022. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 7223 dated 06.07.2022 but nothing come out of this reply. The Forum again directed SDO to put up all relevant facts of the case by the next date of hearing. Now to come up for hearing on 20.07.2022.

Proceedings were held on 20.07.2022. The complainant was not present but the SDO was present. The Forum again directed SDO to put up all relevant facts of the case including the solar generated units by the next date of hearing. Now to come up for hearing on 03.08.2022.

Proceedings were held on 03.08.2022. The complainant was not present but the SDO was present. The SDO submitted details of units generated, import as well as export units for 915 days. The Forum observed that now since the data has been placed on record, let the whole

matter be discussed in presence of the complainant on the next date of hearing. The Forum directed SDO as well as the complainant to be present on the next date of hearing. Now to come up for hearing on 22.08.2022.

Proceedings were held on 22.08.2022. The complainant as well as the SDO was present. The SDO submitted details of units generated, import as well as export units for 915 days. The Forum directed SDO as well as the complainant to be present on the next date of hearing. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4232 / 2022
DATE OF INSTITUTION	08.06.2022
DATES OF HEARING	20.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

**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. Mohd Tahir, C-35, Shiv Vihar, Part-2, Ismailpur, Faridabad. regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad,
SDO (OP) S/Divn. ,DHBVN, Tilpat

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Mohd Tahir, C-35, Shiv Vihar, Part-2, Ismailpur, Faridabad is consumer of DHBVN bearing account no. 9930217006 under SDO (OP)Sub Divn., DHBVN, Tilpat. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had received a bill in 07/2021 of Rs. 17752/- in which current bill was of Rs.1283/- with arrear amount of Rs.15960/- which he had paid on 20/07/2021. Then his meter was changed. After that in the month of 09/2021 he received a bill of Rs. 82358/-. He has made a complaint in the DHBVN office and inquired about this bill but no one was ready to heard his complaint and forced to deposit this 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 20.06.2022 at Faridabad for hearing of the case.

Proceedings were held on 06.07.2022 at Faridabad. The complainant as well as SDO were present. The SDO submitted reply vide memo no. 4633 dated 06.07.2022 giving some facts of the case. The Forum observed that the reply did not depict some vital facts of the case. The Forum also directed complainant to argue his case on the next date of hearing. Now to come up for hearing on 06.07.2022.

Proceedings were held on 20.07.2022 at Faridabad. The complainant as well as SDO were present. But the complainant came late and by that time, the SDO had left. So, arguments could not be held. The SDO submitted reply vide memo no. 4820 dated 20.07.2022 stating that Rs. 112380/- were correctly chargeable and that the complainant had not been

paying his bills for more than a year now. When the complainant came to make his submissions, he narrated the whole set of things in writing which show that the contention of subdivision was totally contrary. The Forum observed that SDO should submit a detailed reply to the issues raised by the complainant today so that arguments can be held on the next date of hearing 03.08.2022. No coercive action be taken against the complainant till the next date of hearing. Now to come up for hearing on 03.08.2022.

Proceedings were held on 03.08.2022 at Faridabad. The complainant through a communication requested for next date. No coercive action be taken against the complainant till the next date of hearing. Now to come up for hearing on 22.08.2022.

Proceedings were held on 22.08.2022 at Faridabad. The complainant as well as SDO was present. The SDO did not submit reply to the issues raised by the complainant in the last date of hearing, a copy of which had been given to the SDO. The complainant argued that in the absence of point wise reply, how could do any argument. The SDO was directed by the Forum to submit point wise reply along with facts by the next date of hearing. No coercive action be taken against the complainant till the next date of hearing. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4251 / 2022
DATE OF INSTITUTION	15.06.2022
DATES OF HEARING	20.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

**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. Umesh Kumar Prabhakar, H.No.997, Sec-17,
Faridabad regarding reconnection.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad,
SDO (OP) S/Divn. ,DHBVN, Kheri Kalan

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Umesh Kumar Parbhakar, H. no. 997, Sec-17, Faridabad is consumer of DHBVN bearing account no. 1202690000 under SDO (OP) Sub Divn. DHBVN Kheri Kalan, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he is a consumer of account no. 1202690000 under bulk supply for Sec-80-89. There are two developers namely M/s BPTP Ltd. and M/s Puri Constructions Pvt. Ltd. under the same license of Sec-81. They applied for the individual connection to M/s BPTP via online method and paid the amount online. But the initially applied connections were got rejected without declaring any reason. After contacting M/s BPTP it was replied that they required the documents beyond the scope as desired by the DHBVN and not complying the instructions of the Hon'ble HERC. He has 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 20.06.2022 at Faridabad for hearing of the case.

Proceedings were held on 06.07.2022 at Faridabad. The complainant as well as SDO were present. The SDO was directed to submit parawise reply to the issues raised by the complainant and a copy of the reply be submitted by 15.07.2022 with a copy to the complainant so that further arguments can be held on next date of hearing. Now to come up for hearing on 20.07.2022.

Proceedings were held on 20.07.2022 at Faridabad. The complainant was present but the SDO was not present. The SDO was directed to submit

parawise reply to the issues raised by the complainant and a copy of the reply be submitted by 31.07.2022 with a copy to the complainant so that further arguments can be held on next date of hearing. Now to come up for hearing on 03.08.2022.

Proceedings were held on 03.08.2022 at Faridabad. The complainant as well as SDO was present. The SDO submitted parawise reply to the issues raised in the complaint, a copy of which was handed over to the complainant. The complainant was directed to submit his statement on the reply with a copy to the SDO so that arguments can take place on the next date of hearing. Now to come up for hearing on 22.08.2022.

Proceedings were held on 22.08.2022 at Faridabad. The complainant requested for another date through a telephonic message. The SDO was present through video call. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4256 / 2022
DATE OF INSTITUTION	21.06.2022
DATES OF HEARING	06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S The Kriti Co-Operative Group Housing Society Ltd., Plot no. GH-25, Sec-21, C-111, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad.
SDO (OP) Sub Divn., DHBVN, No.4.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/S The Kirti Co-Operative Group Housing Society Ltd., Plot no. GH-25, Sec-21, C-111, Faridabad is consumer of DHBVN bearing account no. 1586430000 under SDO (OP) sub Divn., DHBVN, No.4, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been issued bill amounting to Rs. 1740460/- on 22.10.2021 which was issued to them for pending amount of electricity charges which were never charged to them for a period starting from year 2017. They have cooperative housing society and very difficult to make total payment at once and before this they have deposited all the payments due in time. They were receiving bills irregularly during this period on flat basis and all the bills received were duly paid till a consolidated bill mentioned above received by them. Still they deposited an amount of 400000/- on 26.10.2021 alongwith current charges amounting to Rs. 38487/- on 25.11.2021. They further requested for making 8 equal installments and waive of surcharge with current bills of the amount due & issue of correct reading bill. Therefore, he has requested the Forum to redress his grievances.

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 08.07.2022 at Faridabad for hearing of the case.

Proceedings were held at Faridabad on 06.07.2022. The complainant as well as SDO were present. The Forum directed SDO to place all the relevant facts before the Forum on the next date of hearing. Now to come up for hearing on 20.07.2022.

Proceedings were held at Faridabad on 20.07.2022. Neither the complainant nor the SDO were present. The Forum directed SDO to place all the relevant facts before the Forum on the next date of hearing and also directed the complainant to be present on the next date of hearing. Now to come up for hearing on 03.08.2022.

Proceedings were held at Faridabad on 03.08.2022. The complainant as well as SDO was present. The complainant submitted that they have already paid the amount but they were requesting for waiver of the

surcharge. The Forum directed SDO to place all the relevant facts regarding surcharge levied and the reasons for accumulation of surcharge. Now to come up for hearing on 22.08.2022.

Proceedings were held at Faridabad on 22.08.2022. The complainant was not present but the SDO was present. The Forum again directed SDO to place all the relevant facts regarding surcharge levied and the reasons for accumulation of surcharge. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4252 / 2022
DATE OF INSTITUTION	16.06.2022
DATES OF HEARING	06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S GTL Information, 20/4, 3rd Floor,
Palam Court Building, Sukhrali Chowk, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Balbgarh
SDO (OP) S/U S/Divn., DHBVN, Ballabgarh

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

M/S GTL Information, 20/4, 3rd Floor, Palam Court Building, Sukhrali Chowk, Gurugram is consumer of DHBVN bearing account no. 1513290000 under SDO (OP) S/U S/Divn., DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint that they are having 10KW load. But MDI penalty being imposed from the last two months is on higher side besides the fact that their company is not using the load. In the months of Aug. Sept. and Dec. 2021 the MDI penalty charged for 25.38, and 35.16 and 46.80 which was wrong and on very higher side. They have requested for correction of their MDI and issuing of correct bill. Therefore, he has requested the Forum to redress his grievances.

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 06.07.2022 at Faridabad for hearing of the case.

Proceedings were held at Faridabad on 06.07.2022. The complainant as well as SDO were present. The Forum directed SDO to place all the relevant facts before the Forum on the next date of hearing. Now to come up for hearing on 20.07.2022.

Proceedings were held at Faridabad on 20.07.2022. The complainant as well as SDO were present. SDO M&P was also present. The SDO showed the consumption data where the MDI recorded was clearly more than the permissible limit. The Forum directed SDO Operation and M&P to investigate the matter and place more evidence on record which proves that MDI had actually exceeded. Now to come up for hearing on 03.08.2022.

Proceedings were held at Faridabad on 03.08.2022. The complainant as well as SDO were present. The SDO submitted that M&P has reported that there was no record available to prove or disprove anything regarding exceeding of MDI. The Forum directed SDO Operation to place on record the M&P report in writing by the next date of hearing so that the case can be concluded. Now to come up for hearing on 03.08.2022.

Proceedings were held at Faridabad on 22.08.2022. The complainant as well as SDO were present. The SDO submitted that M&P has reported that there was no record available to prove or disprove anything regarding exceeding of MDI. The Forum directed SDO Operation to place on record the M&P report in writing by the next date of hearing so that the case can be concluded. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4304 / 2022
DATE OF INSTITUTION	18.07.2022
DATES OF HEARING	03.08.2022, 22.08.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Smt. Pinki W/o Anil Kumar, 624/10E, Prajapat Mohalla, Vill-Tugalakabad, New Delhi regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad,
SDO (OP) S/Divn. ,DHBVN, Tilpat

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Smt. Pinki W/o Anil Kumar, 624/10E, Prajapat Mohalla, Vill-Tugalakabad, New Delhi is consumer of DHBVN bearing account no. 5290760000 under SDO (OP)Sub Divn., DHBVN, Tilpat. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she was receiving wrong bills since long time. In 2017 she made a complaint in the CGRF through which she was informed that her bill has been corrected and meter has been replaced. According to them she paid the amount of Rs. 2500/-. After that she had been receiving wrong bills. She is visiting S/din. Office regularly but no solution of her grievances has been made till date. 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 03.08.2022 at Faridabad for hearing of the case.

Proceedings were held on 03.08.2022 at Faridabad. Complainant was present in person but the SDO was present on phone. The Forum observed that it was a case of non-implementation of the CGRF order dated 2017. The Forum directed both the parties to sit together and resolve the matter by implementing the order of CGRF dated 2017 and the outcome be reported by the next of hearing. Now to come up for hearing on 22.08.2022.

Proceedings were held on 22.08.2022 at Faridabad. Complainant as well as the SDO was present. The Forum SDO submitted that a refund entry of Rs. 43000/- has been approved but the complainant argued that still, Rs. 5000/- which he had deposited in November 2019, have not yet

been accounted for. But the SDO submitted that Rs. 5000/- have been accounted for and shown to the complainant. The Forum directed SDO and the complainant to reconcile the figure of Rs. 5000/- by the next date of hearing. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4320 / 2022
DATE OF INSTITUTION	22.07.2022
DATES OF HEARING	03.08.2022, 22.08.2022

**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. Vinay, H.no. 880, Type II, Old CPWD Colony, NH4, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad,
SDO (OP) S/Divn. ,DHBVN, No.4 Faridabad

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Vinay, H.no. 880, Type II, Old CPWD Colony, NH4, Faridabad is consumer of DHBVN bearing account no. 9354316734 under SDO (OP)Sub Divn., DHBVN, No. 4, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he is facing voltage fluctuation issue since 12.07.2022 for which he had lodged complaints for the same BSK centers and also informed to concerned SDO, XEN and SE through email. But after a lot of persuasion problem has not been resolved till date without which the electrical appliances may lead to damage and also in the summer season unable to use the electrical appliances like AC. 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 03.08.2022 at Faridabad for hearing of the case.

Proceedings were held on 03.08.2022 at Faridabad. Complainant as well as SDO was present. The complainant apprised that there was voltage fluctuation every day especially during the late evening hours and that no one in the subdivision was prepared to listen to his problem. The Forum directed SDO to send a technical team to look into the problem and to sort it out by the next date of hearing. Now to come up for hearing on 22.08.2022.

Proceedings were held on 22.08.2022 at Faridabad. Complainant was not present but the SDO was present. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4334 / 2022
DATE OF INSTITUTION	08.08.2022
DATES OF HEARING	22.08.2022

**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. Roshan Lal, 14/6, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad,
SDO (OP) S/Divn. ,DHBVN, Mathura Road, Faridabad

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Roshan Lal, 14/6, Mathura Road, Faridabad is consumer of DHBVN bearing account no. 8877940000 under SDO (OP)Sub Divn., DHBVN, Mathura Road, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been receiving wrong bills since June 2019 and has been representing the matter to subdivision 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 22.08.2022 at Faridabad for hearing of the case.

Proceedings were held on 22.08.2022 at Faridabad. Complainant was not present but the SDO was present. The SDO requested for another date for submission of details. Now to come up for hearing on 05.09.2022.

(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) (e-mail ID: cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 4333 / 2022
DATE OF INSTITUTION	08.08.2022
DATES OF HEARING	22.08.2022

**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. Satish Chander Pal, House no. 1385 A, Sector 29, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad,
SDO (OP) S/Divn. ,DHBVN, West, Faridabad

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

Sh. Satish Chander Pal, House no. 1385 A, Sector 29, Faridabad is consumer of DHBVN bearing account no. 7466630000 under SDO (OP)Sub Divn., DHBVN, West, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that an amount of more than Rs. 27000/- has been put in his account wrongly by the audit party by ignoring the lab report which said that the meter had gone defective. He has been representing the matter to subdivision for withdrawal of this amount 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 22.08.2022 at Faridabad for hearing of the case.

Proceedings were held on 22.08.2022 at Faridabad. Complainant as well as the SDO was present. The SDO submitted reply vide memo no. nil dated 22.08.2022 stating that the half margin raised by audit was wrong because the M&T lab report said that meter was creeping even without load and therefore was defective. The reply also says that refund of half margin mount has been sent to CBO for approval. The Forum directed that corrected bill may be delivered to the complainant in the next billing cycle. Now to come up for hearing on 05.09.2022.

(RAJ KUMAR)
Member Technical

(SANJEEV Chopra)
Chairperson