



**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 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, 08.09.2022, 21.09.2022, 07.10.2022, 21.10.2022, 26.12.2022

**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, KheriKalan 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 KheriKalan 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 18<sup>th</sup> August with copies to the SDO KheriKalan 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.

Proceedings were held on 08.09.2022 at Faridabad. The SDO was present on video call but the complainant requested for next date. Now to come up for hearing on 21.09.2022.

Proceedings were held on 21.09.2022 at Faridabad. The SDO as well as the complainant was present. Representative of M/S RPS was also present. The Forum observed that it was for the complainant now to submit a rejoinder so that arguments could be held. The complainant submitted that he would come prepared for arguments on the next date of hearing. The Forum directed all the parties to come prepared for arguments along with written copies of the argument on the next date of hearing. Now to come up for hearing on 07.10.2022.

Proceedings were held on 07.10.2022 at Faridabad. The SDO as well as the complainant was present. Representative of M/S RPS was also present. The complainant informed that they would require some more time to submit their rejoinder but at the same time informed that despite clear direction of Forum during last hearing, the subdivision has not conducted any survey of the area and the joint inspection

report as desired by the Forum could not be prepared. The Forum observed that the joint inspection should be carried out in a time bound manner. The Forum directed SDO, the complainant and M/S RPF to conduct a joint inspection between 12<sup>th</sup> to 14<sup>th</sup> October 2022 and submit the report to Forum latest by 18<sup>th</sup> October 2022 so that detailed arguments can be held on the next date of hearing and matter can be concluded. Now to come up for hearing on 21.10.2022.

Proceedings were held on 21.10.2022 at Faridabad. The SDO was present in person whereas the complainant and representative of M/S RPS were present on phone. The complainant informed that they would require some more time to submit their rejoinder. The Forum observed that the joint inspection should have been carried out by now. The Forum again directed SDO, the complainant and M/S RPF to conduct a joint inspection in a time bound manner and submit the report to Forum latest by 3<sup>rd</sup> November 2022 so that detailed arguments can be held on the next date of hearing and matter can be concluded. Now to come up for hearing on 07.11.2022.

Proceedings were held on 26.12.2022. The complainant was present through their Advocate Mr. Kanhaiya Prabhakar. One of the respondents M/S RPS Builder/Developer through a written message requested for another date for filing rejoinder to the questions raised by the complainant and to the report submitted by the S/divn. The complainant on the other hand requested for an early order in the case and to direct the builder/developer to complete 33 kV network, 33 KV sub-station and the allied electrical equipment on the LT side in a time bound manner, so that the electricity problem is tackled well before

the next summer. The Forum observed that the time period for completion of 33 KV network is already over as per sanctioned letter by DHBVN, but still as per the ground report, 33 kV network installation has not yet started. Keeping in view the written request of the developer M/S RPS the Forum agrees to grant another date of hearing for detailed arguments. In the meantime, the Forum directs the builder/developer to submit complete schedule of completion of the left over work and a PERT Chart of each activity including the 33 kV network installations and commissioning giving stage wise completion plan in next 10 days. Next date of hearing is 04.01.2023.

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson



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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, 08.09.2022, 21.09.2022, 07.10.2022, 21.10.2022, 26.12.2022

**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, Ballabhgarh regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....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, Balabgarhis 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.

Proceedings were held on 08.09.2022. 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 21.09.2022.

Proceedings were held on 21.09.2022. 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 07.10.2022.

Proceedings were held on 07.10.2022. The complainant as well as SDO was present. The SDO informed that his office had taken up the

matter with FA HQ and CFO to verify the claims of the complainant but the reply from head quarter was awaited. The Forum observed that the subdivision should try to find out at local level because most likely, any such record would not be available at the headquarter. Now to come up for hearing on 21.10.2022.

Proceedings were held on 21.10.2022. The complainant as well as SDO was present. The SDO again informed that his office had taken up the matter with FA HQ and CFO to verify the claims of the complainant but the reply from head quarter was awaited. The Forum directed SDO to find out records at local level also and put up facts by the next date of hearing. Now to come up for hearing on 07.11.2022.

Proceedings were held on 26.12.2022. The complainant as well as SDO was present. The Forum observed that issue has not yet been resolved especially because the available ACD as per the record is lesser than what is being claimed by the complainant. The Forum directed the S/divn. to take up the matter with the concerned office to find out the reason on the basis of which interest was being paid on the ACD, which is being claimed now by the complainant . The S/divn. requested for another date. The Forum also directed the complainant to put up any proof of the deposited ACD, which is being claimed by him for conclusion of the case. The next date of hearing is 04.01.2023.

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson



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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, 08.09.2022, 21.09.2022, 07.10.2022, 21.10.2022, 26.12.2022

**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.

Proceedings were held on 08.09.2022. The complainant as well as the SDO was present. The details submitted by SDO on the last date of hearing were discussed at length. The Forum observed that the data needed a detailed scrutiny and therefore decided to pass the order on the next date of hearing on 21.09.2022.

Proceedings were held on 21.09.2022 at Faridabad. The complainant was not present but the SDO was present. The Forum decided to reserve the order for the next date 07.10.2022.

Proceedings were held on 07.10.2022 at Faridabad. The complainant was not present but the SDO was present. The Forum after looking at the data placed on record observed that there was a mistake on part of subdivision because the bill for 915 days was given as one bill whereby the benefit to the complainant has not been given as applicable under Sales Circular D-18/2016. How the benefit on monthly basis is to be given is clearly stated in the circular in the shape of an example. The Forum directs the subdivision to implement sales circular D-18/2016 and prepare on excel sheet the benefit admissible to the complainant by dividing the solar generated units, import and export units year wise from 01.08.2019 to 01.02.2022 and place the calculations before the Forum on the next date of hearing. Now to come up for hearing on 21.10.2022.

Proceedings were held on 21.10.2022 at Faridabad. Neither the complainant nor the SDO was present. The Forum again directed the subdivision to implement sales circular D-18/2016 and prepare on excel sheet the benefit admissible to the complainant by dividing the solar

generated units, import and export units year wise from 01.08.2019 to 01.02.2022 and place the calculations before the Forum on the next date of hearing. Now to come up for hearing on 07.11.2022.

Proceedings were held on 26.12.2022. Neither the complainant nor the SDO was present. The Forum decided to give another date and directed both the parties to appear before the Forum for arguments and closer of the case. The next date of hearing is 04.01.2023.

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 4356 / 2022
DATE OF INSTITUTION	30.08.2022
DATES OF HEARING	08.09.2022, 21.09.2022, 07.10.2022, 21.10.2022, 26.12.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint Sh. Rishi Jhamb, 1103, T-12, Sec-70, Royal Heritage, Faridabad regarding installation of dual supply meters.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO



## **INTERIM ORDER**

Sh. Rishi Jhamb, 1103, T-12, Sec-70, Royal Heritage, Faridabad is consumer of DHBVN bearing account no. F35-BSHT-0008 under SDO (OP) S/Divn., Badrola, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they are the residents of the above said society for which DHBVN has directed all group housing society to install dual supply meter. But the builder of this society is not giving any response after so many reminders for installation of dual supply meters. 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 08.09.2022 at Faridabad for hearing of the case.

Proceedings were held on 08.09.2022 at Faridabad. Complainant as well as SDO was present. The SDO was directed by Forum to make a team of his technical staff and to visit the society to find out facts on ground with reference to the issues raised in the complaint especially the tariff being charged and the billing formats. The Forum directed SDO to submit a report in next one week with a copy to the complainant so that matter can be argued on the next date of hearing. Now to come up for hearing on 21.09.2022.

Proceedings were held on 21.09.2022 at Faridabad. Complainant as well as SDO was present. The SDO reported that he had formed one team

to go to the society but requested for some more time to file the reply. The Forum directed SDO to ensure that the bills are issued as per Annexure "A" and "B" and that the tariff charged is as per HERC tariff order. On the issue of builder charging more than Rs. 30/- per unit of the DG set electricity, the Forum observed that the RWA should take up the matter directly with the builder. However, the running hours of DHBVN supply should be provided by the SDO to the complainant so that the builder / developer does not run DG set even when DHBVN electricity is running. The SDO was again directed by Forum to personally visit the society to find out facts on ground and to submit a report in next one week with a copy to the complainant so that matter can be argued on the next date of hearing. Now to come up for hearing on 07.10.2022.

Proceedings were held on 07.10.2022 at Faridabad. Complainant as well as SDO was present on phone. The SDO reported that he had not been able to prepare the report as directed by the Forum on the last date of hearing. The SDO was again directed by Forum to personally visit the society to find out facts on ground and to submit a report in next one week with a copy to the complainant so that matter can be argued on the next date of hearing. Now to come up for hearing on 21.10.2022.

Proceedings were held on 21.10.2022 at Faridabad. Complainant as well as SDO was present. The Forum on 21.09.2022 had directed the SDO to ensure that the bills were issued as per Annexure "A" and "B" and that the tariff charged was as per HERC tariff order. Also that the running hours of DHBVN supply should be provided to the complainant so that the builder / developer did not run DG set even when DHBVN electricity was running. But the SDO did not submit any report on the ground situation. On the

issue of builder charging more than Rs. 30/- per unit of the DG set electricity, the Forum again observed that the RWA should take up the matter directly with the builder. The SDO was again directed by Forum to personally visit the society to find out facts on the ground and to submit a report in next one week with a copy to the complainant so that matter can be argued on the next date of hearing. Now to come up for hearing on 07.11.2022.

Proceedings were held on 26.12.2022. The complainant was present but the SDO through a written message requested on health grounds for another date to file his submissions. The Forum also observed that S/divn. had not submitted the checking / ground report as directed by the Forum during the last dates of hearing. The Forum directed the S/divn. to conduct a checking on ground and submit complete status of the situation on the issues raised by the complainant in the complaint and submit a detailed reply by the next date of hearing. The next date of hearing is 04.01.2023.

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

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



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CASE NUMBER	DH / CGRF / 4348 / 2022
DATE OF INSTITUTION	22.08.2022
DATES OF HEARING	08.09.2022, 21.09.2022, 07.10.2022, 21.10.2022, 26.12.2022

**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 Aircell/GTL Infra Ltd. 2014, 3<sup>rd</sup> Floor, Palam Court, Building, SukhraliChowk, Sec-14, Gurugram 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 Aircell/GTL Infra Ltd. 2014, 3<sup>rd</sup> Floor, Palam Court, Building, SukhraliChowk, Sec-14, Gurugram is consumer of DHBVN bearing account no. 4227001000 under SDO (OP) S/U S/Divn., Ballabgarh, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that due to change of M.F DHBVN has raised penalty of Rs. 186873/- on account of short assessment. But as per calculation they have already paid excess amount of Rs. 90361/-, which should be refunded. 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 08.09.2022 at Faridabad for hearing of the case.

Proceedings were held on 08.09.2022 at Faridabad. The Forum directed subdivision to file detailed reply on an excel sheet showing clearly as to what was to be charged as per actual MF and what has been charged due to wrong MF and the finally payable amount by the complainant. Now to come up for hearing on 21.09.2022.

Proceedings were held on 21.09.2022 at Faridabad. The Forum again directed subdivision to file detailed reply on an excel sheet showing clearly as to what was to be charged as per actual MF and what has been charged due to wrong MF and the finally payable amount by the complainant. Now to come up for hearing on 07.10.2022.

Proceedings were held on 07.10.2022 at Faridabad. Complainant as well as the SDO was present. SDO informed that detailed excel sheet had been prepared and provided to the complainant and everything had been

explained at length. But the complainant submitted that the senior functionary of their company could not check the excel sheet and therefore requested to grant another date. The Forum directed complainant to check up and let the subdivision know if there was anything left out. Now to come up for hearing on 21.10.2022.

Proceedings were held on 21.10.2022 at Faridabad. Complainant as well as the SDO was present. The SDO and the complainant were asked to cross-check the Excel sheet placed on record by the subdivision and to let the Forum know about the facts. After lot of discussions on the calculation sheet, the subdivision informed that they needed to check their calculation again and that they would be able to submit corrected calculation on the next date of hearing. The Forum directed both the parties to sit together again and to see if there was anything left out. Now to come up for hearing on 07.11.2022.

Proceedings were held on 26.12.2022. The complainant as well as SDO was present. The Forum directed both the parties to sit together and reconcile the total payments and the bills raised and submit a detailed reply by the next date of hearing. The next date of hearing is 04.01.2023.

**(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 NUMBER	DH / CGRF / 4384 / 2022
DATE OF INSTITUTION	12.10.2022
DATES OF HEARING	21.10.2022, 26.12.2022

**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. Kuldeep Singh, Plot no. 370, Sec-24,  
Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Ballabgarh  
SDO (OP) Sub Divn., DHBVN, Pali

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Sh. Kuldeep Singh, Plot no. 370, Sec-24, Faridabad is consumer of DHBVN bearing account no. 8995290000 under SDO (OP) Sub Divn., DHBVN, Pali, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his meter remained defective from 24.01.2020 to 22.01.2021, which was checked by M&P staff and replaced with new meter. But the S/divn. had charged on average basis for the defective period from 24.01.2020 to 22.01.2021 which is on very higher side than the consumption of the current new meter. 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 21.10.2022 at Faridabad for hearing of the case.

Proceedings were held on 21.10.2022 at Faridabad. Neither the complainant nor the SDO was present. The Forum directed SDO on phone to submit reply by the next date of hearing. Now to come up for hearing on 07.11.2022.

Proceedings were held on 26.12.2022. The complainant as well as SDO was present. The S/divn. submitted on record the consumption data of the complainant account. But after going through this record the Forum observed that the meter was removed in January 2021 which as per the S/divn. record had stopped working in January 2020. The meter reading data, it being a down loadable type meter, should be placed on record for further scrutiny and conclusion of the case. The complainant on his part submitted that his connection had been lying disconnected for no fault on



his part and that he had been suffering financially because his grievance has not been heard anywhere in the S/divn. or Division level. The Forum asked the complainant that if he wanted to get the connection reconnected he should deposit at least 50% of the disputed amount till such time the issue is finally disposed of. The complainant gave in writing that he was ready to deposit 50% of the disputed amount if the S/divn. restored his connection. The Forum directed the S/divn. to restore the connection by getting deposited 50% of the disputed amount from the complainant and not to disconnect it till the final disposal of this case. The next date of hearing is 04.01.2023.

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 4399/ 2022
DATE OF INSTITUTION	01.12.2022
DATES OF HEARING	26.12.2022

**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 M.M Castings Pvt. Ltd., Jajru Road, Jharsaintly, Ballabgarh, 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 M.M Castings Pvt. Ltd., Jajru Road, Jharsaintly, Ballabgarh, Faridabad is consumer of DHBVN bearing account no. 8043001000 under SDO (OP) S/U S/Divn., DHBVN, Ballabgarh. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have received a notice dated 29.09.2022 bearing memo no. 6266 informing that during the audit amount of Rs. 8037647/- was found less billed in view of Nigam sales circular no. 12/2021 dated 30.04.2021 . It was also informed that charges to be levied were against steel furnace charges @ 45 paisa per unit was charged less, whereas they are running for induction furnace on which these charges are not leviable. 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 26.12.2022 at Faridabad for hearing of the case.

Proceedings were held on 26.12.2022. The complainant as well as SDO was present. The complainant argued that he had been running a Steel Induction Furnace Industry and had been billed so far for the last more than 15 years on the tariff applicable for Arc Furnace/Steel Rolling Mill. He also submitted that he was not aware of the extra charge being levied upon him which was otherwise applicable for Arc Furnace or the Steel Rolling Mill where the load was of jerking nature. Also that the induction furnace was a continuous load type industry and the tariff applicable for Arc Furnace/Steel Rolling Mill should not have been applied

on him. He also requested that his category of connection should be changed to HT Industrial category instead of Steel Furnace category. The S/divn. reported that since the consumer had applied under Steel Furnace category, the Steel Furnace tariff had been rightly applied for the billing. Also that the complainant had never raised this issue during the last 15 years and now suddenly this issue has been raised and the complainant has started demanded refund of all the extra charges paid so far. The Forum observed that the tariff being levied has never been objected by the complainant during the last 15 year and obviously it did not seem to be justified on the part of complainant to demand correction at this stage. However, the Forum directed the S/divn. to take up the matter with the higher authorities regarding issue raised by the complainant and to submit a detailed submission in this regard by the next date of hearing. The Forum also directed the complainant to file all the facts of the case detailing how the induction furnace is different from Arc furnace and Steel rolling mill. The next date of hearing is 04.01.2023.

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

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



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 4408 / 2022
DATE OF INSTITUTION	13.12.2022
DATES OF HEARING	26.12.2022

**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. Geeta Bhardwaj, 5620, Gali no. 25, Sanjay Colony, Sec-23, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Greater Faridabad,  
SDO (OP) S/Divn. ,DHBVN, No.3

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Smt. Geeta Bhardwaj, 5620, Gali no. 25, Sanjay Colony, Sec-23, Faridabad is consumer of DHBVN bearing account/meter no. 3881550000 under SDO (OP)Sub Divn., DHBVN, No. 3. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that her meter was found defective due to some short circuit, which she got corrected and paying her bills regularly. But in the month of September 2022 she received a bill of Rs. 3.7 lacs. On further inquiry it was told that you stole the electricity and did not pay any bills. She met SDO Faridabad Sec-23 he also agreed that it was meters fault and he sent her meter to Hisar for a lab test, but no action after that has been taken to resolve the case since last 4 months. The penalty on the bill has increased and cumulates from 3.7 lacs to 4 lacs. 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 26.12.2022 at Faridabad for hearing of the case.

Proceedings were held on 26.12.2022. The complainant as well as SDO was present. The SDO submitted that billing of the complainant had to be actually done on KVAH basis but meter installed previously did not show kVAh reading. Therefore, the complainant had been billed so far continuously on the basis of kWh reading by divided it by 0.9 power factor. But when the meter was finally sent to the laboratory, the kVAh reading also became known and the billing was corrected on the basis of actual kVAh recorded in the meter. The Forum asked the S/divn. to check up whether the kWh reading retrieved from the meter matched the last

manually recorded reading of kWh. The S/divn. reported that kWh reading recoded manually matched with the retrieved reading in the M&T lab and therefore there was every reason to believe and accept that the kVAh reading retrieved was also correct and therefore the bill raised on the basis of actual kVAh was rightly chargeable. The Forum directed the S/divn. to find out whether the meter removed could be downloaded for the last one year in order to actually know the consumption pattern and the actual power factor recorded in the meter. The S/divn. requested for another date. The next date of hearing is 04.01.2023.

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 4390/ 2022
DATE OF INSTITUTION	02.11.2022
DATES OF HEARING	26.12.2022

**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. Rambabu Sahoo, Vill Sagarpur, Ballabgarh,  
Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO



## **INTERIM ORDER**

Sh. Rambabu Sahoo, Vill Sagarpur, Ballabgarh, is consumer of DHBVN bearing account no. 5791942000 under SDO (OP) Sub Divn., DHBVN, City 1, Ballabgarh, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have received bill of Rs. 1773380/- out of which they have already paid Rs. 917898/-. He has requested to 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 26.12.2022 at Faridabad for hearing of the case.

Proceedings were held on 26.12.2022. Neither the complainant nor the SDO was present. The Forum decided to hear the case and directed both the parties to be present on the next date of hearing. The next date of hearing is 04.01.2023.

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

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