

|   |  |
|---|--|
|  | <b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES<br/>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b><br><br><b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b><br>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> ) |
|---|--|

|                     |  |
|---------------------|--|
| CASE NUMBER         | DH / CGRF / 3609 / 2021  |
| DATE OF INSTITUTION | 21.06.2021   |
| DATES OF HEARING    | 15.07.2021, 03.08.2021, 17.08.2021, 06.09.2021,<br>20.09.2021, 04.10.2021, 21.10.2021, 17.11.2021,<br>03.12.2021, 17.12.2021 |

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

Present:

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

In the matter of complaint of Sh. Sanjay Jha, H. no. 119, Gali no. 21, Surya Vihar, Part III, Madarsa Gali, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Sh. Sanjay Jha, H. no. 119, Gali no. 21, Surya Vihar, Part III, Madarsa Gali, Faridabad is consumer of DHBVN bearing account no.0845449395 under SDO (OP) Sub Divn., DHBVN, Tilpat, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has been paying all his bills in time but still he has been receiving messages regarding pending bills. He has been requesting clarification but DHBVN has not taken any action so far. 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 15.07.2021 at Faridabad for hearing of the case.

Proceedings were held on 15.07.2021. Neither the respondent nor the SDO were present. The SDO requested for another date for filing the reply and looking into the matter. Request was allowed. The Forum directed SDO to submit detailed reply before the next date of hearing. The Forum also directed the complainant to be present on the next date of hearing. Now to come up for hearing on 03.08.2021.

Proceedings were held on 03.08.2021. Complainant was not present but representative of SDO was present. The SDO submitted reply vide memo no. 828 dated 03.08.2021 stating that the bill of the complainant had been corrected and was as per reading and had sent it to CBO for making corrections in the system. Since the complainant was not present to contest the claim of SDO, the Forum decided to fix the next date of hearing before closing the matter. Now to come up for hearing on 17.08.2021.

Proceedings were held on 17.08.2021. Complainant as well as SDO was present. The SDO submitted reply vide memo no. 916 dated 16.08.2021 stating that the bill of the complainant had been corrected and was as per reading and did not require any further correction. The complainant said that he suspected that his meter had been running fast and he wanted his meter working to be checked up. The SDO told that he would get the meter checked in the laboratory in the presence of the complainant. The Forum directed both the parties to get the meter checked and to submit lab report on the next date of hearing. Now to come up for

hearing on 02.09.2021.

Proceedings were held on 06.09.2021. Complainant as well as SDO was present. The Forum again directed both the parties to get the meter checked and to submit lab report on the next date of hearing. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. Complainant as well as SDO was present. The SDO informed and placed on record that the meter of complainant had been got checked from M&T lab and was found working within permissible limits. But the complainant said that meter was not checked in his presence as he had been out of station. The Forum again therefore again directed SDO to get the meter checked in presence of the complainant and to submit lab report on the next date of hearing. Now to come up for hearing on 04.10.2021.

Proceedings were held on 04.10.2021. Complainant was not present but the SDO was present through video call. The SDO informed that the meter could not be got rechecked because the complainant was not available. The Forum again directed SDO to get the meter checked in presence of the complainant and to submit lab report on the next date of hearing. Now to come up for hearing on 21.10.2021.

Proceedings were held on 21.10.2021. Complainant as well as the SDO were present. The SDO informed that the meter could not be got rechecked because the complainant was not available. The Forum again directed SDO to get the meter checked in presence of the complainant and to submit lab report on the next date of hearing. Now to come up for hearing on 03.11.2021

Proceedings were held on 17.11.2021. Complainant as well as the SDO were present. The SDO submitted reply vide memo no. 1852 dated 17.11.2021 stating that meter had been got checked in presence of the complainant and that the meter working was within permissible limits. The complainant on the other hand argued that even though he was present but the meter was not checked and the M&T officer on duty told that since the meter had already been checked up on a previous date, there was no need to check the meter again. The Forum directed the SDO to submit consumption data of the complainant for the last 3 years up to date to arrive at some conclusion. Now to come up for hearing on 03.12.2021.

Proceedings were held on 03.12.2021. Neither the complainant nor the SDO was present. The Forum directed both the parties to appear in

person on the next date of hearing for a final argument and decision of the case. Now to come up for hearing on 17.12.2021.

Proceedings were held on 17.12.2021. The complainant as well as representative of SDO was present. The SDO placed on record the copy of checking report of the meter by the M&T Lab Faridabad according to which the meter was perfectly alright. The Complainant was explained that there was nothing wrong with the meter and that the bills issued to him were correct. But the complainant did not agree. He was provided a copy of the latest bill and was asked to check up if the bill was as per the reading in the meter or not and if it was as per the reading, there was nothing to be done further. The complainant was asked to submit his version on the next date. Now to come up for hearing on 05.01.2022.

**(PARDEEP LOHAN)**  
**Member Accounts**

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

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



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**HETRI, SECTOR 16, IDC AREA, GURUGRAM**  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID: [cgrf@dhbvn.org.in](mailto:cgrf@dhbvn.org.in))

|                     |  |
|---------------------|--|
| CASE NUMBER         | DH / CGRF / 3441 / 2021  |
| DATE OF INSTITUTION | 15.02.2021   |
| DATES OF HEARING    | 02.03.2021, 02.04.2021, 01.07.2021, 03.08.2021,<br>17.08.2021, 06.09.2021, 20.09.2021, 04.10.2021,<br>21.10.2021, 17.11.2021, 03.12.2021, 17.12.2021 |

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

Present:

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

In the matter of complaint of Col. Gopal Singh, President, The Zhuku Co-operative Group Housing Society Ltd., Plot No. 16, Sector-65, Ballabgarh regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Ballabgarh.  
SDO (OP) City-1 S/Divn., DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Representative of respondent SDO.

## **INTERIM ORDER**

Col. Gopal Singh, President, The Zhuku Co-operative Group Housing Society Ltd., Plot No. 16, Sector-65, Ballabgarh has been a consumer of DHBVN bearing account no. 32SS11-1198 under SDO (OP) City-1 Sub Divn., DHBVN, Ballabgarh and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent Nigam was issuing bill without reading on average basis for long. Further, converted the connection from DS to NDS category and charged additional amount since the date of connection. He approached respondent SDO for redressal of his grievance but no action has been taken. 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 02.03.2021 at Faridabad for hearing of the case.

Proceedings were held on 02.03.2021 at Faridabad. Complainant and representative of respondent SDO were present. Respondent SDO submitted reply vide no. 380 dated 2.3.2021 stating that said connection was running in DS category instead of NDS. This was a common area connection in the society. Now, the category has been changed from DS to NDS and new account no. is generated and account overhauled. Complainant was not satisfied. He argued that the common area connection should be treated under DS category and accordingly he had applied for. Respondent SDO was directed to intimate the rule under which he had changed the category of connection since the date of connection and that he would physically verify the site to ascertain the facts whether the connection should be under DS or NDS category as per rules. Now to come on next date of hearing on 02.04.2021.

Proceedings were held on 02.04.2021. SDO as well as the complainant were present. SDO submitted reply vide memo no. 650 dated 01.04.2021 stating that the nos. of flats have been physically verified and report submitted. The complainant also submitted papers in support of his claim that loads of water supply, lifts and fire fighting should be a part of domestic usage and not commercial usage. SDO is directed to submit reply specific to the HERC guidelines to consider usage of water supply, fire fighting and lifts under domestic category. The SDO was also directed to submit specific replies to the other issues raised by the complainant. Now to come up for hearing on 15.04.2021.

Proceedings were held on 01.07.2021. SDO as well as the complainant were present. SDO had submitted reply vide memo no. 650 dated 01.04.2021 on the last date of hearing stating that the nos. of flats had been physically verified and report submitted. The complainant also had submitted papers in support of his claim that loads of water supply, lifts and fire-fighting should be a part of domestic usage and not commercial usage. SDO was directed to submit reply specific to the HERC guidelines to consider usage of water supply, fire-fighting and lifts under domestic category. The SDO again submitted reply today vide memo no. 1198 dated 01.07.2021 simply stating that the file of case was not available in his office. This casual approach of the subdivision was viewed very seriously. The SDO was directed to submit specific replies to all the issues raised by the complainant with reference to the HERC regulations and orders in that regard. Now to come up for hearing on 02.08.2021.

Proceedings were held on 03.08.2021. SDO as well as the complainant were present. SDO had submitted reply vide memo no. 1450 dated 02.08.2021 placing on record the sales circulars in that regard. Copies of the reply was also given to the complainant and it was decided to argue the case on the next date of hearing. Now to come up for hearing on 17.08.2021.

Proceedings were held on 17.08.2021. SDO as well as the complainant were present. SDO submitted reply vide memo no. 1544 dated 17.08.2021 placing on record the sanctioned load of all the 19 nos. residents of the society, a copy of which was given to the complainant. Both the parties submitted that they had nothing else to place on record. The Forum after hearing arguments of both the parties decided to call the SDO on the next date of hearing and announce the order. Now to come up for hearing on 02.09.2021.

Proceedings were held on 06.09.2021. SDO as well as the complainant were present. Both the parties submitted that they had nothing else to place on record. The Forum after hearing arguments of both the parties observed that the matter involved a matter of law and regulations and therefore decided to reserve the order to next date of hearing. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. SDO as well as the complainant were present. Both the parties submitted that they had nothing else to place on record. The Forum after hearing arguments of both the parties observed that the matter involved a matter of law and regulations and therefore decided to reserve the order to next date of hearing. Now to come up for hearing on 04.10.2021

Proceedings were held on 04.10.2021. Neither the SDO nor the complainant had been asked to appear. Both the parties had submitted in the

last hearing that they had nothing else to place on record. The Forum after hearing arguments of both the parties observed that the matter involved a matter of law and regulations and therefore decided to reserve the order to next date of hearing. Now to come up for orders on 21.10.2021.

Proceedings were held on 21.10.2021. Now to come up for orders on 03.11.2021.

Proceedings were held on 17.11.2021. The Forum observed that there was some confusion regarding provision of the single point regulation and the exemption of certain categories of load from non-domestic loads. The Forum decided to reserve the order for the next date of hearing on 03.12.2021.

Proceedings were held on 03.12.2021. The SDO was present but the complainant had not been called. Forum observed that there was still some confusion regarding provision of the single point regulation and the exemption of certain categories of load from non-domestic loads and directed the SDO to submit their reply duly signed by the XEN operation by the next date of hearing. Next date of hearing on 17.12.2021.

Proceedings were held on 17.12.2021. The SDO as well as the complainant was present. The Forum observed that there was still some confusion regarding provision of the single point regulation and the exemption of certain categories of load from non-domestic loads and directed the SDO to submit their reply duly signed by the XEN operation by the next date of hearing. Next date of hearing on 05.01.2022.

**(PARDEEP LOHAN)**  
**Member Accounts**

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

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





**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**HETRI, SECTOR 16, IDC AREA, GURUGRAM  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID: [cgrf@dhbvn.org.in](mailto:cgrf@dhbvn.org.in))**

|                     |  |
|---------------------|--|
| CASE NUMBER         | DH / CGRF / 3664 / 2021  |
| DATE OF INSTITUTION | 23.07.2021   |
| DATES OF HEARING    | 03.08.2021, 17.08.2021, 06.09.2021, 20.09.2021,<br>04.10.2021, 21.10.2021, 17.11.2021, 03.12.2021,<br>17.12.2021 |

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

Present:

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

In the matter of complaint of M/S Kunjyans Heights Ltd. RWA, #1326, MDC, Panchkula / Faridabad for release of connection in HT BDS category applied in 2019

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Not Present.

For the Respondent: Not present.

## **INTERIM ORDER**

M/S Kunjyans Heights Ltd. RWA, #1326, MDC, Panchkula / Faridabad had applied for electricity connection in HT BDS category on 10.06.2019 for a load of 1234.50 kW and CD of 1371.70 kW on single point which has not yet been released. The Forum has jurisdiction to hear the 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 03.08.2021 at Faridabad for hearing of the case.

Proceedings were held on 03.08.2021 at Faridabad. Complainant as well as SDO were present. SDO did not submit any reply but requested for another date to submit the reply. The Forum directed the SDO to take up the issues para wise and submit the reply parawise so that arguments can start on the next date of hearing. Now to come on next date of hearing on 17.08.2021.

Proceedings were held on 17.08.2021 at Faridabad. Complainant was present but the SDO was not present. The SDO informed that he was hospitalised and therefore could not attend the hearing. His representative submitted the reply vide latter no. 879 dated 16.08.2021 but it was not relevant and also was not parawise reply. The Forum directed the SDO to take up the issues para wise and submit the reply parawise so that arguments can start on the next date of hearing. Now to come on next date of hearing on 02.09.2021.

Proceedings were held on 06.09.2021 at Faridabad. Complainant was not present but the SDO was present along with his counsel Mr. Ajay Gaur. The SDO did not submit any reply but asked for some more time for making detailed submissions. The Forum directed the SDO to submit the reply parawise so that arguments can start on the next date of hearing. Now to come on next date of hearing on 20.09.2021.

Proceedings were held on 20.09.2021 at Faridabad. Complainant was present on Video Call but the SDO was present. The SDO did not submit any reply but asked for some more time for making detailed submissions. The Forum directed the SDO to submit the reply para-wise so that arguments can start on the next date of hearing. Now to come on next date of hearing on 04.10.2021.

Proceedings were held on 04.10.2021 at Faridabad. Complainant as well as the SDO and his counsel were present through video call / phone. The counsel

appearing for DHBVN requested for another date for filing the reply. The Forum directed the SDO to submit the reply para-wise by the next date of hearing so that arguments can start. Now to come on next date of hearing on 21.10.2021.

Proceedings were held on 21.10.2021 at Faridabad. The counsel appearing for DHBVN submitted reply to the petition and apprised that a copy of the same had been sent to the complainant. The Forum directed both the parties to come prepared on the next date of hearing for arguments. Now to come on next date of hearing on 17.11.2021.

Proceedings were held on 17.11.2021 at Faridabad. The counsels of both the parties informed on phone that they would not be able to come for the hearing and requested for another date. Now to come on next date of hearing on 03.12.2021.

Proceedings were held on 03.12.2021 at Faridabad. The counsel for complainant informed through written message that he would not be able to appear due to his personal problem and requested for another date. The Forum took it very seriously and directed both the parties to come prepared on the next date positively for final closure of the matter. Now to come on next date of hearing on 17.12.2021.

Proceedings were held on 17.12.2021 at Faridabad. Counsel for DHBVN was present but the counsel for complainant informed through written message that he would not be able to appear due to his personal problem and requested for another date. The Forum decided that next date would be the last opportunity for the complainant to argue his case otherwise the case would be closed. Now to come on next date of hearing on 05.01.2022.

**(PARDEEP LOHAN)**  
**Member Accounts**

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

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



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**HETRI, SECTOR 16, IDC AREA, GURUGRAM  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID:cgrf@dhbvn.org.in)**

|                     |  |
|---------------------|--|
| CASE NUMBER         | DH / CGRF / 3616 / 2021  |
| DATE OF INSTITUTION | 21.06.2021   |
| DATES OF HEARING    | 15.07.2021, 17.08.2021, 06.09.2021, 20.09.2021,<br>04.10.2021, 21.10.2021, 17.11.2021, 03.12.2021,<br>17.12.2021 |

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

Present:

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

In the matter of complaint of M/S Bindal Rice Mill, Hodal regarding billing problem.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

M/S Bindal Rice Mill, Hodal (Palwal) are consumer of DHBVN bearing account no. 0018770000 under SDO (OP) Sub Divn., DHBVN, Hodal and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that an amount of Rs. 784614/- have been charged wrongly as ACD by the mistake on the part of DHBVN and not only that they are not withdrawing it but also are levying surcharge every month. He has been approaching SDO and XEN for withdrawal of the wrong amount along with the surcharge levied on it. But DHBVN has not taken any action so far. 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 15.07.2021 at Faridabad for hearing of the case.

Proceedings were held on 15.07.2021. Respondent SDO was present and the complainant connected from Hodal on phone. The SDO did not submit any reply but informed that he was looking into the complaint and would need another date for filing the reply. The request was accepted. The SDO was directed by the Forum to apprise all detail of wrong ACD charged and to give him all detail of charging. Now to come up for hearing on 17.08.2021.

Proceedings were held on 17.08.2021. Respondent SDO as well as complainant were present. The SDO did submitted reply vide memo no. 1435 dated 16.08.2021 but the matter still has not been made clear. The SDO was directed by the Forum to apprise detail of all the amounts charged, whether ACD or other charges, since November 2018 and come out clearly with all the details with a copy to the complainant so that a decision can be arrived at. Now to come up for hearing on 02.09.2021.

Proceedings were held on 06.09.2021. Respondent SDO as well as complainant were present. The SDO submitted reply vide memo no. 1561 dated 01.09.2021 but the matter still has not been made clear. The SDO was directed by the Forum to apprise detail of all the amounts charged, whether ACD or other charges, since November 2018 and come out clearly with all the details with a copy to the complainant so that a decision can be arrived at. The complainant was also directed by the Forum to visit the

subdivision for reconciliation. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. Respondent SDO as well as complainant were present. The SDO submitted reply vide memo no. 1669 dated 17.09.2021 but the matter still was not clear with specific reference to the issue raised in the complaint. The SDO was again directed by the Forum to apprise detail of all the amounts charged, whether ACD or other charges, since November 2018 and come out clearly with all the details with a copy to the complainant so that a decision can be arrived at. The complainant was also directed by the Forum to visit the subdivision for reconciliation. Now to come up for hearing on 04.10.2021.

Proceedings were held on 04.10.2021. Respondent SDO as well as complainant were present. The SDO had submitted reply vide memo no. 1669 dated 17.09.2021 but the issues raised by the complainant had not been made clear. This time also, the representative of subdivision came unprepared not aware of the real issues involved. The Forum viewed seriously the casual approach of SDO. The SDO was again directed by the Forum to apprise detail of all the amounts charged, whether ACD or other charges, since November 2018 and come out clearly with all the details with a copy to the complainant so that a decision can be arrived at. The complainant was also directed by the Forum to visit the subdivision for reconciliation. Now to come up for hearing on 21.10.2021.

Proceedings were held on 21.10.2021. Respondent SDO as well as complainant were present. The SDO had submitted reply vide memo no. 1934 dated 19.10.2021 stating that the issues related to ACD and MDI penalty had been resolved and the complainant also was satisfied. The only issue remaining to be settled was the refund of M Tax. The SDO apprised that he would have to look into the matter and would be able to reply only by the next date of hearing. Now to come up for hearing on 17.11.2021.

Proceedings were held on 17.11.2021. Respondent SDO as well as complainant were present. The SDO did not submit any fresh reply but informed that except for M Tax, all other issues had been resolved. But the complainant was not satisfied and told that the issues had not yet been resolved. The Forum directed the SDO to submit a status report on the next date of hearing so that arguments can take place. XEN Hodal was also asked by the Forum to intervene, see the case personally and put up his statement on the next date of hearing. Now to come up for hearing on 03.12.2021.

Proceedings were held on 17.12.2021. Respondent SDO as well as complainant were present. The SDO did not submit any fresh reply but requested for another date for filing a comprehensive reply. Now to come up for hearing on 05.01.2022.

**(PARDEEP LOHAN)**  
**Member Accounts**

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

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

|   |   |
|---|---|
|  | <b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES<br/>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b><br><br><b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b><br>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID:cgrf@dhbvn.org.in) |
|---|---|

|                     |   |
|---------------------|---|
| CASE NUMBER         | DH / CGRF / 3700 / 2021   |
| DATE OF INSTITUTION | 24.08.2021  |
| DATES OF HEARING    | 06.09.2021, 20.09.2021, 04.10.2021, 21.10.2021,<br>17.11.2021, 03.12.2021, 17.12.2021 |

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

Present:

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

In the matter of complaint of Smt. Suman Chhabra, FCA, 3864, SGM Nagar, NIT, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:

For Complainant: Present.

For the Respondent: Respondent SDO



## **INTERIM ORDER**

Smt. Suman Chhabra, FCA, 3864, SGM Nagar, NIT, Faridabad is consumer of DHBVN bearing account no. 3698730000 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 the bill amount for which she had paid through a cheque has not been credited in their account for the last more than 5 years because a fraud had been committed by the bill collection agency M/S Suvidha appointed by the Nigam and that the consumer was being harassed for no fault of theirs. 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 02.09.2021 at Faridabad for hearing of the case.

Proceedings were held on 06.09.2021. Respondent SDO as well as the complainant was present. The SDO submitted reply dated 06.09.2021 stating that it was a case to be handled by the head quarter because it was a case of fraud committed by M/S Suvidha. Matter was discussed with FA Head Quarter and he told that consumers were not being harassed and that he would get this specific case looked into. The Forum directed the SDO to send the complete case to Head Office and submit a complete report by the next date of hearing. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. Respondent SDO as well as the complainant was present. The SDO had submitted reply dated 06.09.2021 stating that it was a case to be handled by the head quarter because it was a case of fraud committed by M/S Suvidha. Matter was discussed with FA Head Quarter and he told that consumers were not being harassed and that he would get this specific case looked into. The Forum again directed the SDO to send the complete case to Head Office and submit a complete report by the next date of hearing. Now to come up for hearing on 04.10.2021.

Proceedings were held on 04.10.2021. Respondent SDO as well as the complainant was present. The SDO had submitted reply dated 06.09.2021 stating that it was a case to be handled by the head quarter because it was a case of fraud committed by M/S Suvidha. Matter was discussed with FA

Head Quarter and he said that consumers were not being harassed and that he would get this specific case looked into. The Forum again directed the SDO to send the complete case to Head Office and submit a complete report by the next date of hearing. Now to come up for hearing on 21.10.2021.

Proceedings were held on 21.10.2021. Respondent SDO as well as the complainant was present. The matter was again discussed with FA Head Quarter on telephone and he said that consumers were not being harassed and that he would get this specific case looked into. He also informed that he had not yet received the said case from the subdivision. The Forum again directed the SDO to send the complete case to Head Office within a week and submit a complete report by the next date of hearing. Now to come up for hearing on 03.11.2021.

Proceedings were held on 17.11.2021. Respondent SDO as well as the complainant was present. The matter was again discussed with FA Head Quarter on telephone and he said that he had not yet received the said case from the subdivision. The Forum viewed it very seriously and directed the SDO to send the complete case to Head Office within a week and submit a complete report by the next date of hearing long with details of relief given to the complainant. Now to come up for hearing on 17.11.2021.

Proceedings were held on 03.12.2021. Respondent SDO as well as the complainant was present. The SDO apprised the Forum that case of the complainant had been sent to the office of FA Head Quarter but it had been received back with the remarks that the amount in dispute could not be credited to complainant's account till such time the matter was pending before the court of law. The matter was telephonically discussed with FA Head Quarter and was discussed at length. The FA HQ requested to give him some more time to get back to the Forum on the issue. The Forum directed him to resolve the matter on priority and revert back to Forum. Now to come up for hearing on 17.12.2021.

Proceedings were held on 17.12.2021. Respondent SDO as well as the complainant was present. The SDO again informed that apprised that case of the complainant had been sent to the office of FA Head Quarter but it had been received back with the remarks that the amount in dispute could not be credited to complainant's account till such time the matter was pending before the court of law. The matter was telephonically discussed

with FA Head Quarter again and was discussed at length. The FA HQ requested to give him some more time to get back to the Forum on the issue. The Forum directed him to resolve the matter on priority and revert back to Forum. Now to come up for hearing on 05.01.2022.

**(PARDEEP LOHAN)**  
**Member Accounts**

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

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

|   |  |
|---|--|
|  | <b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES<br/>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b><br><br><b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b><br>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> ) |
|---|--|

|                     |  |
|---------------------|--|
| CASE NUMBER         | DH / CGRF / 3596 / 2021  |
| DATE OF INSTITUTION | 18.06.2021   |
| DATES OF HEARING    | 15.07.2021, 17.08.2021, 06.09.2021, 20.09.2021,<br>04.10.2021, 21.10.2021, 17.11.2021, 03.12.2021,<br>17.12.2021 |

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

Present:

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

In the matter of complaint of M/S Hi Tech Poly Rubber, Plot No. 96 – 101, Badhkhal, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Divn., DHBVN, Old Faridabad, Faridabad.

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

M/S Hi Tech Poly Rubber, Plot No. 96 – 101, Badhkhal Faridabad are consumer of DHBVN bearing account no. 6495194635 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 even though they had got the load enhanced from 250 kW to 300 kW but still the DHBVN has been billing by levying penalty on account of MDI exceeding. This was wrong on the part of DHBVN. That they have been pursuing the matter with DHBVN but no corrections have so far been made. Therefore, they have 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 15.07.2021 at Faridabad for hearing of the case.

Proceedings were held on 15.07.2021. Respondent SDO as well as the complainant were present. The SDO submitted reply vide memo no. 1389 dated 15.07.2021 stating that his office has sent the case to CBO for adjusting the excess amount. The Forum observed that the reply was satisfactory. The Forum directed SDO to put up complete case with the date of application of extension of load, dates of rejection, the grounds of rejection, then final sanctioning of extension of load and the penalty on account of MDI levied so far. Now to come up for hearing on 17.08.2021.

Proceedings were held on 17.08.2021. Respondent SDO as well as the complainant were present. The SDO submitted reply vide memo no. 1568 dated 17.08.2021 stating that his office has sent the case to CBO for adjusting the excess amount. The Forum directed SDO to put up complete case with the date of application of extension of load, dates of rejection, the grounds of rejection, then final sanctioning of extension of load and the penalty on account of MDI levied so far. The complainant was also directed to visit the subdivision to clarify the detail of amount refunded and yet to be refunded. Now to come up for hearing on 02.09.2021.

Proceedings were held on 06.09.2021. Respondent SDO as well as the complainant were present. The complainant informed that he had visited the subdivisions many times but the details had not been provided. The Forum directed the SDO to provide all the details to the complainant and asked the complainant to submit his statement on the next date of hearing. Now to come up for hearing on 20.09.2021.

Proceedings were held on 20.09.2021. Respondent SDO as well as the complainant were present. The complainant informed that he had visited the subdivisions many times but the details had not been provided. The Forum directed the SDO to provide all the details to the complainant and asked the complainant to submit his statement on the next date of hearing. Now to come up for hearing on 04.10.2021.

Proceedings were held on 04.10.2021. Respondent SDO as well as the complainant were present. The complainant informed that he had visited the subdivisions many times but the details had not been provided. The Forum directed the SDO to provide all the details to the complainant and asked the complainant to submit his statement on the next date of hearing. Now to come up for hearing on 21.10.2021.

Proceedings were held on 21.10.2021. Respondent SDO as well as the complainant were present. The complainant informed that he had visited the subdivision and lot of things had been checked and reconciled. But at the same time, he wanted some more clarifications. The Forum directed the SDO to provide all the details to the complainant and asked the complainant to submit his statement on the next date of hearing. Now to come up for hearing on 03.11.2021.

Proceedings were held on 17.11.2021. Respondent SDO as well as the complainant were present. The complainant informed that despite so many discussions held at the subdivision level, nothing concrete was coming out and he was still made to suffer for no fault on his part. The SDO told that he did not have the dates of replacement of meters and therefore he was not able to find out as to whether the bill raised to the complainant in October 2020 for Rs. 44 lacs was correct or not. The complainant gave details of the dates of replacement of meters 3 times between March 2020 to December

2020. The Forum directed the SDO to dig out complete details of the meters replaced, the last readings in those meters and the dates on which the same were updated in the system. The Forum directed the SDO to come out clearly by way of written submission whether the bill for Rs. 44 lacs as raised in October 2020 was correct or not. The complainant was also directed to make written submissions of whatever he has said verbally before the Forum. Now to come up for hearing on 03.12.2021.

Proceedings were held on 03.12.2021. Respondent SDO as well as the complainant were present. The SDO apprised the Forum that as directed in the last hearing, all the records had been traced out and that the picture was clear now. But requested for another date for making written submission with latest status of the case. Now to come up for hearing on 17.12.2021.

Proceedings were held on 17.12.2021. Respondent SDO as well as the complainant were present. The SDO submitted details of the total amount which was actually payable in October 2020. Copy of the same was given to the complainant also. The SDO was directed to submit a comprehensive reply duly signed by the XEN by the next date of hearing. Now to come up for hearing on 05.01.2022.

**(PARDEEP LOHAN)**  
**Member Accounts**

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

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

|   |   |
|---|---|
|  | <b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES<br/>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b><br><br><b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b><br>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID:cgrf@dhbvn.org.in) |
|---|---|

|                     |   |
|---------------------|---|
| CASE NUMBER         | DH / CGRF / 3766 / 2021                                       |
| DATE OF INSTITUTION | 24.09.2021  |
| DATES OF HEARING    | 04.10.2021, 21.10.2021, 17.11.2021, 03.12.2021,<br>17.12.2021 |

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

Present:

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

In the matter of complaint of M/S Wireless TT Info, Plot No. 1518, Near Hanuman Mandir, Sector 28, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO



## **INTERIM ORDER**

M/S Wireless TT Info, Plot No. 1518, Near Hanuman Mandir, Sector 28, Faridabad is consumer of DHBVN bearing two account nos. under SDO (OP) Sub Divn., DHBVN, Suburban, Faridabad. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they have been trying to get both the connections disconnected permanently but because the subdivision had not been telling them the final dues to be paid, the PDCOs had not been effected. That he has been pursuing the matter with DHBVN but no corrections have so far been made. Therefore, they have 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 04.10.2021 at Faridabad for hearing of the case.

Proceedings were held on 04.10.2021. Complainant as well as the SDO was present. SDO submitted reply vide memo no. 8896 dated 04.10.2021 stating that final dues would be calculated in next 15 days and would be told to the complainant. The Forum directed the SDO to give final dues bills to the complainant so that the same are paid by the complainant and PDCOs are effected. Now to come up for hearing on 21.10.2021.

Proceedings were held on 21.10.2021. Complainant as well as the SDO was present. SDO had submitted reply vide memo no. 8896 dated 04.10.2021 stating that final dues would be calculated in next 15 days and would be told to the complainant. The Forum again directed the SDO to give final dues bills to the complainant so that the same are paid by the complainant and PDCOs are effected. Now to come up for hearing on 17.11.2021.

Proceedings were held on 17.11.2021. Complainant as well as the SDO was present. The Forum again directed the SDO to give final dues bills to the complainant so that the same are paid by the complainant and PDCOs are effected. Now to come up for hearing on 03.12.2021.

Proceedings were held on 03.12.2021. Complainant as well as the SDO was present. The SDO apprised that one of the two issues involved had been redressed whereas for the other issue of ACD, the matter had been referred to CBO and requested for another date for closure of the issue. Now to come up for hearing on 17.12.2021.

Proceedings were held on 17.12.2021. Complainant as well as the SDO was present. The SDO apprised that one of the two issues involved had been

redressed whereas for the other issue of ACD, the matter had been referred to CBO and requested for another date for closure of the issue. Now to come up for hearing on 05.01.2022.

**(PARDEEP LOHAN)**  
Member Accounts

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson

|   |  |
|---|--|
|  | <b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES<br/>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b><br><br><b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b><br>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> ) |
|---|--|

|                     |   |
|---------------------|---|
| CASE NUMBER         | DH / CGRF / 3768 / 2021                                       |
| DATE OF INSTITUTION | 24.09.2021  |
| DATES OF HEARING    | 04.10.2021, 21.10.2021, 17.11.2021, 03.12.2021,<br>17.12.2021 |

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

Present:

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

In the matter of complaint of M/S Gupta Tyres & Retreading Company, Opposite Bharat Gas Agency, Old GT Road, Hodal (Palwal) regarding billing problem.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

M/S Gupta Tyres & Retreading Company, Opposite Bharat Gas Agency, Old GT Road, Hodal (Palwal) are consumer of DHBVN bearing account no. 5944029819 under SDO (OP) Sub Divn., DHBVN, Hodal and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has a 200 kW connection. A CT / PT fault had occurred on 17.08.2020 which was replaced on 18.08.2020. Similar fault occurred on 21.09.2020. But after the first fault, when M&P team came to seal the chamber, they found the connections reversed on the basis of which an amount of Rs. 6 lacs have been levied in his bill on account of slowness of meter. He is not being told about the details of charging and DHBVN is not withdrawing. He has been approaching SDO and XEN for withdrawal of the wrong amount along with the surcharge levied on it. But DHBVN has not taken any action so far. 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 04.10.2021 at Faridabad for hearing of the case.

Proceedings were held on 04.10.2021. Respondent SDO as well as complainant were present. The SDO submitted reply vide memo no. 1933 dated 18.10.2021 stating some facts of the case. The Forum observed that the reply submitted by SDO was not exhaustive and needed specific replies to the issues raised in the complaint. The Forum directed the SDO to place on record the original copy of M&P report and also directed the SDO M&P concerned to appear in person before the Forum on the next date of hearing. Now to come up for hearing on 03.11.2021.

Proceedings were held on 17.11.2021. Respondent SDO as well as complainant were present. The Forum again directed the SDO to place on record the original copy of M&P report and also directed the SDO M&P and JE M&P concerned to appear in person before the Forum on the next date of hearing. Now to come up for hearing on 03.12.2021.

Proceedings were held on 03.12.2021. Respondent SDO as well as complainant were present. SDO M&P and the JE M&P who had conducted the checking were also present. The Forum after looking at the records, including the MT-1 proforma and copy of the sundry item prepared by the subdivision, observed that on one hand the M&P had declared the meter to

be 66% slow because of phase reversal found at the time of checking on 21.09.2020 whereas the subdivision and M&P together after comparing the meter with check meter declared the meter to be 21.24 % slow. The Forum found that there were irregularities in the reporting by M&P on 21.09.2021 and their subsequent report of the check meter. The Forum directed the SDO M&P and SDO Operation to recheck their reports and submit reply in the case duly signed by their respective XENs. Now to come up for hearing on 17.12.2021.

Proceedings were held on 17.12.2021. Respondent SDO as well as complainant were present. The SDO did not submit any fresh reply but requested for another date for filing a comprehensive reply. Now to come up for hearing on 05.01.2022.

**(PARDEEP LOHAN)**  
**Member Accounts**

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

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

|   |  |
|---|--|
|  | <b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES<br/>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b><br><br><b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b><br>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> ) |
|---|--|

|                     |  |
|---------------------|--|
| CASE NUMBER         | DH / CGRF / 3767 / 2021                        |
| DATE OF INSTITUTION | 24.09.2021                                     |
| DATES OF HEARING    | 04.10.2021, 17.11.2021, 03.12.2021, 17.12.2021 |

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

Present:

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

In the matter of complaint of Mr. Anil Dhiman, House no. B – 433, 1<sup>st</sup> Floor,  
Green Field, Faridabad regarding billing problem.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Mr. Anil Dhiman, House no. B – 433, 1<sup>st</sup> Floor, Green Field, Faridabad is consumer of DHBVN bearing account no. 5866250000 under SDO (OP) Sub Divn., DHBVN, Mathura Road and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that bill on wrong reading had been generated in November 2020 but it has not been corrected as yet. He has been approaching SDO and XEN for withdrawal of the wrong amount along with the surcharge levied on it. But DHBVN has not taken any action so far. 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 04.10.2021 at Faridabad for hearing of the case.

Proceedings were held on 04.10.2021. Respondent SDO as well as complainant were present. The SDO did not submit any reply and requested for another date for submitting the reply as the binder was in initiated stage as of now. The Forum directed the SDO to submit all details of the case right from the first fault, consumption data up to date. Now to come up for hearing on 03.11.2021.

Proceedings were held on 17.11.2021. Respondent SDO as well as complainant were present. The SDO did not submit any reply but told that there was nothing wrong in the bill. But the complainant disputed the claim of SDO. The Forum directed the SDO to submit all details of the case right from the first fault, consumption data up to date specifically w.e.f. June 2016 up to date. Now to come up for hearing on 03.12.2021.

Proceedings were held on 03.12.2021. Respondent SDO as well as complainant were present. The SDO submitted consumption data and the dates of replacement of meter and the defective period as considered by the CBO. The Forum observed that when reading was available for a certain period then why was it required to take corresponding period of the previous year as the basis. The Forum directed the SDO to place on record the consumption data since April 2015 and other relevant details including the total payments made. Now to come up for hearing on 17.12.2021.

Proceedings were held on 17.12.2021. Respondent SDO as well as complainant were present. The SDO submitted consumption data since 2019 and the dates of replacement of meter and the defective period as considered by the CBO. The Forum again observed that when reading was available for a

certain period then why was it required to take corresponding period of the previous year or the next year as the basis. The Forum again directed the SDO to place on record the consumption data since April 2015 and other relevant details including the total payments made. Now to come up for hearing on 05.01.2022.

**(PARDEEP LOHAN)**  
**Member Accounts**

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

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



|   |  |
|---|--|
|  | <b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES<br/>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b><br><br><b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b><br>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> ) |
|---|--|

|                     |                         |
|---------------------|-------------------------|
| CASE NUMBER         | DH / CGRF / 3871 / 2021 |
| DATE OF INSTITUTION | 22.11.2021              |
| DATES OF HEARING    | 03.12.2021, 17.12.2021  |

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

Present:

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

In the matter of complaint of Mr. Rishi Dewan, House no. 89, Sector 11-D, Faridabad regarding billing problem.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Mr. Rishi Dewan, House no. 89, Sector 11-D, Faridabad is consumer of DHBVN bearing account no. 1251493761 under SDO (OP) Sub Divn., DHBVN, East and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had been paying the bills regularly and had no dues to be paid when he received a bill in September 2020 for Rs. 165738/-. He approached the SDO enquiring about the mistake on the part of DHBVN but there were no details provided to him. In Feb 2021, his meter got burnt and now he has been served with a bill of Rs, 6,53,106/- without any basis. He has been approaching SDO for withdrawal of the wrong amount but no action has been taken so far. 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 03.12.2021 at Faridabad for hearing of the case.

Proceedings were held on 03.12.2021. Complainant as well as the SDO was present. The SDO submitted a reply vide memo no. 6351 dated 03.12.2021 which was not convincing and did not give clear details of the case. The Forum directed the SDO to place on record the meter checking report of M&P on the next date and the consumption data since April 2017. Now to come up for hearing on 17.12.2021.

Proceedings were held on 03.12.2021. Complainant as well as the SDO was present. The Forum again directed the SDO to place on record the meter checking report of M&P, consumption data since April 2017 and the photographs of meter reading as taken by the meter reading agency for the last two years. Now to come up for hearing on 05.01.2022.

**(PARDEEP LOHAN)**  
Member Accounts

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**HETRI, SECTOR 16, IDC AREA, GURUGRAM  
(website: [www.dhbvn.org.in](http://www.dhbvn.org.in)) (e-mail ID: [cgrf@dhbvn.org.in](mailto:cgrf@dhbvn.org.in))**

|                     |                         |
|---------------------|-------------------------|
| CASE NUMBER         | DH / CGRF / 3895 / 2021 |
| DATE OF INSTITUTION | 14.12.2021              |
| DATES OF HEARING    | 17.12.2021              |

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

Present:

|                      |                  |
|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRPERSON      |
| PARDEEP LOHAN        | MEMBER ACCOUNTS  |
| RAJ KUMAR            | MEMBER TECHNICAL |

In the matter of complaint of M/S GTL Information 20/4, 3<sup>rd</sup> Floor, Palam Court Building Sukhrali Chowk, Sec-14 Gurugram regarding wrong billing .

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

M/S GTL Information 20/4, 3<sup>rd</sup> Floor, Palam Court, Building Sukhrali Chowk, Sec-14, Gurugram is consumer of DHBVN bearing account no. 1513290000 under SDO (OP) S/U, DHBVN, Ballabgarh and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the firm has received bill amounting to Rs. 548876/- on 04/11/2021 as per meter reading 43847. The firm has paid Rs. 1 Lacs excess amount against the current bill of Rs. 548876/-. They have made the payment from March 2020 to August 2021 of Rs. 735908/- But after repeated requests and visit to the Sub Divn. office by the complainant, no action has been taken on the application. 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 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.

**(PARDEEP LOHAN)**  
Member Accounts

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson

|   |  |
|---|--|
|  | <b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES<br/>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b><br><br><b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b><br>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> ) |
|---|--|

|                     |                         |
|---------------------|-------------------------|
| CASE NUMBER         | DH / CGRF / 3894 / 2021 |
| DATE OF INSTITUTION | 14.12.2021              |
| DATES OF HEARING    | 17.12.2021              |

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

Present:

|                      |                  |
|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRPERSON      |
| PARDEEP LOHAN        | MEMBER ACCOUNTS  |
| RAJ KUMAR            | MEMBER TECHNICAL |

In the matter of complaint of M/S WTTIL, Plot no. 1519, Near Hanuman Mandir, Sec-28, Faridabad regarding billing problem.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

M/S WTTIL, Plot no. 1519, Near Hanuman Mandir, Sec-28, Faridabad is consumer of DHBVN bearing account no. 3009650000 under SDO (OP) sub Divn., DHBVN, Tilpat Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that due to some technical issue they are unable to operate this cellular tower at the said premises and dismantled the same. They further requested the Sub Divn. office to permanently disconnect the electricity connection and raise full and final bill and release no dues certificate but no action has been taken by the sub Divn. office. 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 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.

**(PARDEEP LOHAN)**  
Member Accounts

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson

|   |  |
|---|--|
|  | <b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES<br/>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b><br><br><b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b><br>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> ) |
|---|--|

|                     |                         |
|---------------------|-------------------------|
| CASE NUMBER         | DH / CGRF / 3893 / 2021 |
| DATE OF INSTITUTION | 14.12.2021              |
| DATES OF HEARING    | 17.12.2021              |

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

Present:

|                      |                  |
|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRPERSON      |
| PARDEEP LOHAN        | MEMBER ACCOUNTS  |
| RAJ KUMAR            | MEMBER TECHNICAL |

In the matter of complaint of Smt. Rajwati, New Bharat Colony, Kheri Kalan, Pani Plant Chandi Wala Baag, 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.

**(PARDEEP LOHAN)**  
Member Accounts

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson