



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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 21.03.2022 at Faridabad for hearing of the case.

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

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

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

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

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

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

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

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

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

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

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

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.

**(RAJ KUMAR)**  
Member Technical

**(SUSHILA KUMARI)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson



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CASE NUMBER	DH / CGRF / 4175 / 2022
DATE OF INSTITUTION	25.04.2022
DATES OF HEARING	25.05.2022, 06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022, 08.09.2022, 21.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 06.05.2022 at Faridabad for hearing of the case.

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

Proceedings were held on 06.06.2022. The complainant as well as SDO were present. The complainant argued that when the money spent on erection of independent feeder was more than the service connection charges, then why he was being asked to deposit the service connection charges. The SDO argued that the sales circular of the Nigam says that irrespective of the fact that independent feeder had been erected by the complainant, service connection charges are leviable on extension of load. The Forum observed that there was some misconception and that SDO should submit all the facts in writing by the next date of hearing. Now to come up for hearing on 20.06.2022.

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

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

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

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

Proceedings were held on 08.09.2022. The complainant as well as SDO was present. The Forum observed that it would take some more time to scrutinize the papers placed on record and therefore reserved the order to the next date of hearing on 21.09.2022.

Proceedings were held on 21.09.2022. The complainant as well as SDO was present. The Forum reserved the order to the next date of hearing on 07.10.2022.

**(RAJ KUMAR)**  
Member Technical

**(SUSHILA KUMARI)**  
Member Accounts

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

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

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 06.06.2022 at Faridabad for hearing of the case.

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

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

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

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

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

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

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.

**(RAJ KUMAR)**  
Member Technical

**(SUSHILA KUMARI)**  
Member Accounts

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
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.

The Forum decided to reserve the order for the next date 07.10.2022.

**(RAJ KUMAR)**  
Member Technical

**(SUSHILA KUMARI)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson



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CASE NUMBER	DH / CGRF / 4232 / 2022
DATE OF INSTITUTION	08.06.2022
DATES OF HEARING	20.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022, 08.09.2022, 21.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Mohd Tahir, C-35, Shiv Vihar, Part-2, Ismailpur, Faridabad. regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 20.06.2022 at Faridabad for hearing of the case.

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

Proceedings were held on 20.07.2022 at Faridabad. The complainant as well as SDO were present. But the complainant came late and by that time, the SDO had left. So, arguments could not be held. The SDO submitted reply vide memo no. 4820 dated 20.07.2022 stating that Rs. 112380/- were correctly chargeable and that the complainant had not been paying his bills for more than a year now. When the complainant came to make his submissions, he narrated the whole set of things in writing which show that



the contention of subdivision was totally contrary. The Forum observed that SDO should submit a detailed reply to the issues raised by the complainant today so that arguments can be held on the next date of hearing 03.08.2022. No coercive action be taken against the complainant till the next date of hearing. Now to come up for hearing on 03.08.2022.

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

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

Proceedings were held on 08.09.2022 at Faridabad. The complainant was not present but the SDO was present. The SDO submitted reply to the issues raised by the complainant but because the complainant was not present, nothing could be argued. The Forum decided to hold detailed arguments on the next date of hearing. No coercive action be taken against the complainant till the next date of hearing. Now to come up for hearing on 21.09.2022.

Proceedings were held on 21.09.2022 at Faridabad. The complainant as well as the SDO was present. The SDO placed on record details of readings taken and the billing done. The subdivision admitted that since the date of connection in 2015, not even one bill has been generated as per reading. The

complainant on his side submitted that the two documents produced by subdivision showed different meter readings on the same dates and that the subdivision had not come prepared for arguments. The Forum directed subdivision to prepare on an excel sheet the complete reading data since DOC, bills generated and the amount deposited by the complainant so far to come prepared to hold detailed arguments on the next date of hearing. No coercive action be taken against the complainant till the next date of hearing. Now to come up for hearing on 07.10.2022.

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

**(SUSHILA KUMARI)**  
**Member Accounts**

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



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CASE NUMBER	DH / CGRF / 4251 / 2022
DATE OF INSTITUTION	15.06.2022
DATES OF HEARING	20.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022, 08.09.2022, 21.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Umesh Kumar Prabhakar, H.No.997, Sec-17,  
Faridabad regarding reconnection.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 20.06.2022 at Faridabad for hearing of the case.

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

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

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

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

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

Proceedings were held on 08.09.2022 at Faridabad. The complainant requested for another date through a telephonic message. The SDO was present through video call. Now to come up for hearing on 21.09.2022.

Proceedings were held on 21.09.2022 at Faridabad. The SDO as well as the complainant was 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.

**(RAJ KUMAR)**  
Member Technical

**(SUSHILA KUMARI)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
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CASE NUMBER	DH / CGRF / 4334 / 2022
DATE OF INSTITUTION	08.08.2022
DATES OF HEARING	22.08.2022, 08.09.2022, 21.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Roshan Lal, 14/6, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

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

Complainant has filed the present complaint stating that he has been receiving wrong bills since June 2019 and has been representing the matter to subdivision but no action has been taken so far. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 22.08.2022 at Faridabad for hearing of the case.

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

Proceedings were held on 08.09.2022 at Faridabad. Complainant as well as the SDO was present. The Forum observed that there was total confusion between what the subdivision said and what the complainant said. After intervening, the Forum directed complainant to visit subdivision on any working day and reconcile the figures from the record available. The Forum directed SDO to submitted point wise detailed reply by 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 the SDO was present. The subdivision informed that it was a case where the principal amount put in the complainant's account had been corrected but the surcharge on account of wrong principal amount has not been refunded. The Forum directed SDO to submitted complete report in

one go on the issue and to place on record the refundable amount. Now to come up for hearing on 07.10.2022.

**(RAJ KUMAR)**  
Member Technical

**(SUSHILA KUMARI)**  
Member Accounts

**(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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
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 tem

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 issue 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.

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

**(SUSHILA KUMARI)**  
**Member Accounts**

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 4357 / 2022
DATE OF INSTITUTION	30.08.2022
DATES OF HEARING	08.09.2022, 21.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint M/S New Allenberry Works, 14/7, Mathura Road, Faridabad regarding wrong billing.

.....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**

M/S New Allenberry Works, 14/7, Mathura Road, Faridabad is consumer of DHBVN bearing account no. under SDO (OP) S/Divn., Mathura Road, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that DHBVN has charged excess ACD of Rs. 1715436/- and late payment surcharge of Rs. 522810/- and levied during the period December 2019 to December 2020 and recovered the same in November & December 2020 electricity bills. After so many follow ups DHBVN gave relief by allowing part payment and also reversed the excess charged ACD of Rs. 1715436/- alongwith LPS of Rs. 236624/-. But the balance LPS of Rs. 286186/-has not been reversed by the department till date. He has requested the Forum to redress his grievances.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 08.09.2022 at Faridabad for hearing of the case.

Proceedings were held on 08.09.2022 at Faridabad. The complainant as well as SDO was present. The subdivision was directed to file a detailed reply in the case by the next date of hearing with a copy to the complainant. Now to come up for hearing on 21.09.2022.

Proceedings were held on 21.09.2022 at Faridabad. The complainant as well as SDO was present. The subdivision was again directed to file a detailed reply in the case by the next date of hearing with a copy to the complainant. Now to come up for hearing on 07.10.2022.

**(RAJ KUMAR)**  
Member Technical

**(SUSHILA KUMARI)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
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, Sukhrali Chowk, 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, Sukhrali Chowk, 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.

**(RAJ KUMAR)**  
Member Technical

**(SUSHILA KUMARI)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson



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CASE NUMBER	DH / CGRF / 4358 / 2022
DATE OF INSTITUTION	30.08.2022
DATES OF HEARING	08.09.2022, 21.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S Princess Park R.W.A, Princess Park Society,  
Sec-86, Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO



## **INTERIM ORDER**

M/S Princess Park R.W.A, Princess Park Society, Sec-86, Faridabad is consumer of DHBVN bearing account no. 3636580000 under SDO (OP) S/Divn., Kheri Kalan, 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 above society and paying their bills regularly but it was a matter of shock for residents when DHBVN communicated them in June 2022 that the electricity meter which was installed in the electricity department office has been running slow from February 2021. This was neither pointed out to them earlier nor any rectification process initiated by the department in time. As a result of gross negligence on the part of DHBVN officials an amount of Rs. 62 lacs has been added in their July electricity bills, which is required to be paid by them within a week which is a totally injustice on the part of the department to the innocent residents for no fault of them. 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 complainant was present but the SDO was present on phone. The SDO requested for another date to file point wise reply. The Forum directed the SDO to submit status report on the issues raised by the complainant by the next date of hearing with a copy to the complainant. Now to come up for hearing on 21.09.2022.

Proceedings were held on 21.09.2022 at Faridabad. The complainant as well as SDO was present. The SDO requested for another date to file point

wise reply. An advocate appeared on behalf of DHBVN and submitted valakatnama. The Forum directed the SDO to submit status report on the issues raised by the complainant by the next date of hearing with a copy to the complainant. Now to come up for hearing on 07.10.2022.

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

**(SUSHILA KUMARI)**  
**Member Accounts**

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 4376 / 2022
DATE OF INSTITUTION	14.09.2022
DATES OF HEARING	21.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint Sh. Avtar Singh S/o Sh. Harpal Singh, R/o A-82, SGM Nagar, NIT Faridabad regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

## **INTERIM ORDER**

Sh. Avtar Singh S/o Sh. Harpal Singh, R/o A-82, SGM Nagar, NIT Faridabad is consumer of DHBVN bearing account no. 5698730000 under SDO (OP) S/Divn., No. 4, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has an industrial connection at his workshop. He is paying his bill regularly but suddenly he received electricity bill of a huge amount. He visited the S/divn. office where he was told that there is a reading difference between KVAh and KWAh but it was wrong because it was very much greater than his actual use. On making a complaint new meter was fixed and old meter was sent to lab for checking. After getting report from lab some units in new bill were subtracted which was also not the actual difference KVAh and KWAh? It is also mentioned here that his same power factor is working on the spot and the meter reading are approximately running same in the new meter till now. 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 21.09.2022 at Faridabad for hearing of the case.

Proceedings were held on 21.09.2022 at Faridabad. The complainant as well as SDO was present. The SDO requested for another date to file the reply. Now to come up for hearing on 07.10.2022.

**(RAJ KUMAR)**  
Member Technical

**(SUSHILA KUMARI)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson