



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

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| CASE NUMBER | DH / CGRF / 4384 / 2022 |
| DATE OF INSTITUTION | 12.10.2022 |
| DATES OF HEARING | 21.10.2022, 26.12.2022, 4.01.2023 |

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

Present:

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| SUSHILA KUMARI | MEMBER ACCOUNTS (VC) |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Kuldeep Singh, Plot no. 370, Sec-24,
Faridabad regarding wrong billing.

..... Complainant/Petitioner

V/s

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

..... Respondents

Appearance:-

For Complainant: Present.

For the Respondent: Respondent SDO

INTERIM ORDER

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

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

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 21.10.2022 at Faridabad for hearing of the case.

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

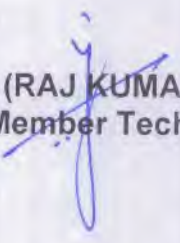
Proceedings were held on 26.12.2022. The complainant as well as SDO was present. The S/divn. submitted on record the consumption data of the complainant account. But after going through this record the Forum observed that the meter was removed in January 2021 which as per the S/divn. record had stopped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

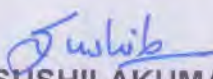


his part and that he had been suffering financially because his grievance has not been heard anywhere in the S/divn. or Division level. The Forum asked the complainant that if he wanted to get the connection reconnected he should deposit at least 50% of the disputed amount till such time the issue is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

Proceedings were held on 4.01.2023. The complainant as well as SDO was present. The S/Div. asked for next date of hearing for detailed reply.

The next date of hearing is 25.01.2023.


(RAJ KUMAR)
Member Technical


(SUSHILAKUMARI)
Member Accounts



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| CASE NUMBER | DH / CGRF / 4216 / 2022 |
| DATE OF INSTITUTION | 24.05.2022 |
| DATES OF HEARING | 06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022, 08.09.2022, 21.09.2022, 07.10.2022, 21.10.2022, 26.12.2022, 4.01.2023 |

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

Present:

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| 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, Faridabadis consumer of DHBVN bearing account no. 9391501000 under SDO (OP) sub Divn., East Faridabad, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

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

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

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

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

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

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

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

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

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

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

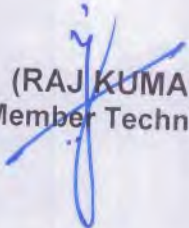
Proceedings were held on 07.10.2022 at Faridabad. The complainant was not present but the SDO was present. The Forum after looking at the data placed on record observed that there was a mistake on part of subdivision because the bill for 915 days was given as one bill whereby the benefit to the complainant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

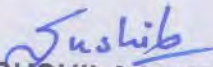
Proceedings were held on 21.10.2022 at Faridabad. Neither the complainant nor the SDO was present. The Forum again directed the subdivision to implement sales circular D-18/2016 and prepare on excel sheet the benefit admissible to the complainant by dividing the solar

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

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

Proceedings were held on 4.01.2023. The complainant as well as SDO was present. The S/Div. asked for next date of hearing for detailed arguments. The next date of hearing is 25.01.2023.


(RAJ KUMAR)
Member Technical


(SUSHILA KUMARI)
Member Accounts



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| CASE NUMBER | DH / CGRF / 4219 / 2022 |
| DATE OF INSTITUTION | 26.05.2022 |
| DATES OF HEARING | 06.06.2022, 06.07.2022, 20.07.2022, 03.08.2022, 22.08.2022, 08.09.2022, 21.09.2022, 07.10.2022, 21.10.2022, 26.12.2022, 4.01.2023 |

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

Present:

| | |
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| 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, Balabgarhis consumer of DHBVN bearing account no. 1627001000 under SDO (OP) sub Divn., Ballabgarh, DHBVN, Faridabad and therefore, the Forum has jurisdiction to hear the complaint.

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

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

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

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

Proceedings were held on 20.07.2022. The complainant as well as the



SDO were present. The Forum again directed SDO to check up from records the total amount of ACD with the Nigam especially in light of the papers submitted by the complainant showing not only the interest paid but also the TDS deducted. Now to come up for hearing on 03.08.2022.

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

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

Proceedings were held on 08.09.2022. The complainant as well as the SDO were present. The Forum again directed SDO to take up the matter with FA HQ and CFO to verify the claims of the complainant and also to place on record any other relevant details of the case. Now to come up for hearing on 21.09.2022.

Proceedings were held on 21.09.2022. The complainant as well as the SDO were present. The Forum again directed SDO to take up the matter with FA HQ and CFO to verify the claims of the complainant and also to place on record any other relevant details of the case. Now to come up for hearing on 07.10.2022.

Proceedings were held on 07.10.2022. The complainant as well as SDO was present. The SDO informed that his office had taken up the matter with FA HQ and CFO to verify the claims of the complainant but the reply from head quarter was awaited. The Forum observed that the



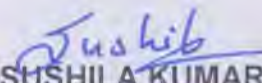
subdivision should try to find out at local level because most likely, any such record would not be available at the headquarter. Now to come up for hearing on 21.10.2022.

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

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

Proceedings were held on 4.01.2023, The complainant as well as SDO was present. The S/Div. asked for next date of hearing for detailed arguments. The next date of hearing is 25.01.2023.


(RAJ KUMAR)
Member Technical


(SUSHILA KUMARI)
Member Accounts



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| CASE NUMBER | DH / CGRF / 4356 / 2022 |
| DATE OF INSTITUTION | 30.08.2022 |
| DATES OF HEARING | 08.09.2022, 21.09.2022, 07.10.2022, 21.10.2022, 26.12.2022, 4.01.2023 |

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

Present:

| | |
|----------------|----------------------|
| 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 team to go to the society but requested for some more time to file the reply. The Forum directed SDO to ensure that the bills are issued as per Annexure "A"

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

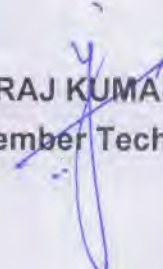
Proceedings were held on 07.10.2022 at Faridabad. Complainant as well as SDO was present on phone. The SDO reported that he had not been able to prepare the report as directed by the Forum on the last date of hearing. The SDO was again directed by Forum to personally visit the society to find out facts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

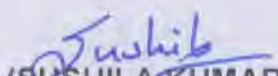
Proceedings were held on 21.10.2022 at Faridabad. Complainant as well as SDO was present. The Forum on 21.09.2022 had directed the SDO to ensure that the bills were issued as per Annexure "A" and "B" and that the tariff charged was as per HERC tariff order. Also that the running hours of DHBVN supply should be provided to the complainant so that the builder / developer did not run DG set even when DHBVN electricity was running. But the SDO did not submit any report on the ground situation. On the issue of builder charging more than Rs. 30/- per unit of the DG set electricity, the Forum again observed that the RWA should take up the

matter directly with the builder. The SDO was again directed by Forum to personally visit the society to find out facts on the ground and to submit a report in next one week with a copy to the complainant so that matter can be argued on the next date of hearing. Now to come up for hearing on 07.11.2022.

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

Proceedings were held on 4.01.2023. The complainant as well as SDO was present. The S/Div. asked for next date of hearing for detailed arguments. The next date of hearing is 25.01.2023.


(RAJ KUMAR)
Member Technical


(SUSHILA KUMARI)
Member Accounts