



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

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

Case No. DH/CGRF-	3879/2021
Date of Institution:	03.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint Sh. Saurabh Gaur, H No. 303, Sec -10A,
Gurugram regarding wrong billing.

.....Complainant/Petitioner

Vs

XEN (OP) City Divn., DHBVN,Gurugram
SDO (OP) S/D Kadipur, DHBVN, Gurugram
.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Saurabh Gaur, H N. 303, Sec-10A, Gurugram has an electricity connection bearing account no. 1470850000 under SDO (OP)S/Divn. Kadipur, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding non receiving of bill as per net meter reading on solar installation of 15 KW. He has received 2 bills as per solar gross reading. He has visited the Sub Divn. office many times but no resolution has been received. 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 22.12.2021 at Gurugram for hearing of the case.

Proceedings were held on 22.12.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 704 dated 22.12.2021 stating that the solar connection reading had been sent to CBO for correction of the bill and giving advantage of the solar generation and that the corrected bill would be delivered to the complainant in the next billing cycle. Now to come up for hearing on 07.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(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) (e-mail
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Case No. DH/CGRF-	3880/2021
Date of Institution:	03.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint Sh. Suresh Kumar, H No. 410, Sec-10,
Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn., DHBVN, Gurugram
SDO (OP) S/D Kadipur, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Suresh Kumar, H N. 410, Sec-10, Gurugram has an electricity connection bearing account no. 0629270000 under SDO (OP)S/Divn. Kadipur, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint that he has installed 10 KW solar with net metering at his house in October 2020. But he has not received bill as per net meter reading. He has visited the Sub Divn. office many times but no resolution has been received. 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 22.12.2021 at Gurugram for hearing of the case.

Proceedings were held on 22.12.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 705 dated 22.12.2021 stating that the solar connection reading had been sent to CBO for correction of the bill and giving advantage of the solar generation and that the corrected bill would be delivered to the complainant in the next billing cycle. Now to come up for hearing on 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
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 No. DH/CGRF-	3876/2021
Date of Institution:	03.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint M/S Satyam Auto Components Ltd., P No. 26-C/3 IMT, Manesar, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) Manesar Divn., DHBVN, Gurugram
SDO (OP) S/D Manesar, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Satyam Auto Components, P No. 26-C/3 IMT Manesar, Gurugram has an electricity connection bearing account no. G31-SPHT-0085 under SDO (OP)S/Divn. Manesar, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint that they had applied for enhancement of load from 1650 KVA to 2500 KVA. But they were not issued demand notice by the Sub Divn. But in the month of 16 August 2016 a penalty on account of increase of MDI was imposed which continued up to 17 November 2016. Total amount involved in the process is Rs. 3372305/-. On representation dated 31 August 2016 the charges levied were refunded. But again in June 2020 the penalty was again imposed and recovered. 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 22.12.2021 at Gurugram for hearing of the case.

Proceedings were held on 22.12.2021. Complainant as well as the SDO were present. The SDO submitted reply vide memo no. 4304 dated 22.12.2021 stating that the extension of load had been sanctioned by DHBVN on 07.04.2016 but due to consent of HVPN not received, the extension of load could be effected only w.e.f. 25.11.2016. The Forum directed the SDO to submit details of the case specifically on the issue as to on what grounds the consent had been held by HVPN and also that when a penalty had been imposed on the complainant, then why was the part payments had been allowed for a long time as claimed by the complainant. Also, the SDO was directed to submit the details of application for enhancement of load and its final sanction and the communication made with HVPN on the issue of release of connection. Now to come up for hearing on 17.01.2022.

(RAJ KUMAR)
Member Technical

PARDEEP LOHAN
Member Accounts

(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) (e-mail
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Case No. DH/CGRF-	3878/2021
Date of Institution:	03.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint Sh. Mahipal Singh, T4/503 Pyramid Urban Homes-II, Sec-86, Gurugram regarding non-release of connection

.....Complainant/Petitioner

V/s

XEN (OP) Manesar Divn., DHBVN, Gurugram
SDO (OP) S/D Manesar, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Mahipal Singh, T4/503 Pyramid Urban Homes-II, Sec-86, Gurugram has an electricity connection released by the buiklder / developer M/S Pyramid Infratech Pvt. Ltd. and not directly from the licensee DHBVN. The society falls under the jurisdiction of OP S/Divn. Manesar, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint that he is being charged the monthly electricity bills by the developer / maintenance agency by levying tariff which is more than the prescribed one as per HERC tariff order and that they should be stopped from levying such charges which are not warranted as per law. The complainant has specifically prayed as under:

- i) Stop charging of fixed charges
- ii) Refund the fixed charges charged so far
- iii) To direct the office of DTCP to monitor
- iv) To allow 4% rebate on the monthly billing
- v) To direct DHBVN to give direct connections to the residents

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 22.12.2021 at Gurugram for hearing of the case.

The complainant as well as the SDO were present. The SDO vide memo no. 4305 dated 22.12.2021 requested for some more time for filing detailed submissions. The Forum directed SDO to issue notices to the developer asking for the details as listed out in the complaint and also to obtain the monthly billing pattern and formats on which the developer gives electricity bills to the residents. Now to come up for hearing on 17.01.2022.

(RAJ KUMAR)
Member Technical

PARDEEP LOHAN
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 No. DH/CGRF-	3875/2021
Date of Institution:	03.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint Smt. Kamlesh Chauhan, h No. 46, Gali No. 4, Ashok Vihar Phase-III, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) City Divn., DHBVN, Gurugram
SDO (OP) S/D IDC, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Smt. Kamlesh Chauhan, h No. 46, Gali No. 4, Ashok Vihar Phase-III, Gurugram has an electricity connection bearing account no. 7455530000 under SDO (OP)S/Divn. IDC, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint that she has received provisional bills online for the month of July to September 2020 and May 21 to November 21 without meter reading. She has further requested that for the electricity bills and meter reading for the period 01 May 2021 to November 2021, slab wise benefit may be provided on regular basis. She 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 22.12.2021 at Gurugram for hearing of the case.

Proceedings were held on 22.12.2021. The SDO requested for another date for filing the detailed reply. Now to come up for hearing on 17.01.2022.

(RAJ KUMAR)
Member Technical

PARDEEP LOHAN
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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DAKSHIN HARYANA BIJLI VITRAN NIGAM**

**HETRI, SECTOR 16, IDC AREA, GURUGRAM
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Case No. DH/CGRF-	3877/2021
Date of Institution:	03.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint Sh. Chander Puri, Lakhuwas, Sohna,
Gurugram regarding.

.....Complainant/Petitioner

V/s

XEN (OP) Sohna, Divn., DHBVN, Gurugram
SDO (OP) S/D Sohna, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Chander Puri, Lakhuwas, Sohna, Gurugram has an electricity connection bearing account no. ID-2288 under SDO (OP)S/Divn. Sohna, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint that he is not getting electricity for his 2 No. tube well connection A40 & S10. He wants to install new transformer for 5 no. tube well connections. 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 22.12.2021 at Gurugram for hearing of the case.

Proceedings were held on 22.12.2021. The SDO submitted that he would need to look into the matter raised by the complainant and requested for another date. Now to come for hearing on 17.01.2022.

(RAJ KUMAR)
Member Technical

PARDEEP LOHAN
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 No. DH/CGRF-	3873/2021
Date of Institution:	03.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint Sh. Naresh Kumar Jindal, Flat No. 402, Tower-C2 Uniworld Gardens-II, Sec-47, Gurugram regarding non-compliance of HERC orders .

.....Complainant/Petitioner

V/s

XEN (OP) Sohna, Divn., DHBVN, Gurugram
SDO (OP) S/D Sohna Road, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Naresh Kumar Jindal, Flat No. 402, Tower-C2 Uniworld Gardens-II, Sec-47, Gurugram has an electricity connection bearing account no. 7037804368 under SDO (OP)S/Divn. Sohna Road, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint for non-compliance of the regulation no. HERC/49/2020 of the Haryana electricity regulatory commission (single point supply to Employers "Colonies, Group Housing societies and residential or residential cum commercial/ Commercial complexes of developers and industrial Estate/IT parks/Sez) Regulations-2020. 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 22.12.2021 at Gurugram for hearing of the case.

Proceedings were held on 22.12.2021. Complainant as well as the SDO were present. The SDO requested for another date for submission of detailed reply. Now to come up for hearing on 07.01.2022.

(RAJ KUMAR)
Member Technical

PARDEEP LOHAN
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 No. DH/CGRF-	3881/2021
Date of Institution:	03.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint Sh. Sandeep Ahuja, H. No. 12, South City-II,
Gurugram regarding non generating of net metering bill.

.....Complainant/Petitioner

V/s

XEN (OP) Sohna Divn., DHBVN, Gurugram
SDO (OP) S/D Sohna Road, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Sandeep Ahuja, H.No. 12, South City-II, Gurugram has an electricity connection bearing account no. 8096950000 under SDO (OP)S/Divn. South City, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint that he has installed 10 KW solar with net metering at his house in May 2021. But he has not received bill as per net meter reading. He has visited the Sub Divn. office many times but no resolution has been received. 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 22.12.2021 at Gurugram for hearing of the case.

Proceedings were held on 22.12.2021. SDO was present but the complainant was not present. The SDO requested for another date for filing of reply and for correction of the bill. Now to come up for hearing on 17.01.2021.

(RAJ KUMAR)
Member Technical

PARDEEP LOHAN
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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ID:cgrf@dhbvn.org.in**

Case No. DH/CGRF-	3872/2021
Date of Institution:	03.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint Smt. Rajni Dutta, 93, Mohiyal Colony, Near Sec-40, Jharsa, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Divn., DHBVN, Gurugram
SDO (OP) S/D South City, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Smt. Rajni Dutta, 93, Mohyal Colony, Near Sec-40, Jharsa, Gurugram has an electricity connection bearing account no. 2891373837 under SDO (OP)S/Divn. South City, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint that she received electricity bill in the month of October with due date 22/10/2021 with net payable amount of Rs.2474/-. But the online billing showed different billing amount of Rs. 51000/- for the same period. She 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 22.12.2021 at Gurugram for hearing of the case.

Proceedings were held on 22.12.2021. The complainant was not present but the SDO was present. The SDO submitted reply vide memo no. 765 dated 22.12.2021 stating that the bill for Rs. 2474/- was wrong which has since been corrected on 08.10.2021. But since the complainant was not present, the Forum decided to fix another date of hearing. Now to come up for hearing on 07.01.2022.

(RAJ KUMAR)
Member Technical

PARDEEP LOHAN)
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 No. DH/CGRF-	3892/2021
Date of Institution:	15.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint M/S Tata Tele Service, Plot no. 390, Kirti Nagar, Part-I, Sector-15, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Divn., DHBVN, Gurugram
SDO (OP) S/D South City, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Tata Tele Service, Plot no. 390, Kirti Nagar, Part-I, Sector-15, Gurugram has an electricity connection bearing account no. 6296660000 under SDO (OP)S/Divn. South City, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding excess billing amounting to Rs. 1673952/- in the month of 10/2/2021 with arrear amount of Rs.2800270/- 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 22.12.2021 at Gurugram for hearing of the case.

Proceedings were held on 22.12.2021. Complainant as well as the SDO were present. The SDO requested for another date for filing of reply. Now to come up for hearing on 07.01.2022.

(RAJ KUMAR)
Member Technical

PARDEEP LOHAN
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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ID:cgrf@dhbvn.org.in**

Case No. DH/CGRF-	3891/2021
Date of Institution:	15.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint M/S Idea Cellular Ltd., Plot no. 390, Kirti Nagar, Part-I, Sector-15, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Divn., DHBVN, Gurugram
SDO (OP) S/D South City, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Idea Cellular Ltd., Plot no. 390, Kirti Nagar, Part-I, Sector-15, Gurugram has an electricity connection bearing account no. 6650660000 under SDO (OP)S/Divn. South City, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding excess billing amounting to Rs. 409386/- since January 2019 to December 2021 with arrear amount of Rs.401993/-. 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 22.12.2021 at Gurugram for hearing of the case.

Proceedings were held on 22.12.2021. Complainant as well as the SDO were present. The SDO submitted reply vide memo no. 767 dated 22.12.2021 stating that the M&P had been regularly checking the LT CT meter of the complainant and that the bill as well as the arrear charged were as per meter reading only. The complainant disputed the reply of the SDO. The Forum asked the complainant to go through the reply and come out with proof in support of his claim that he was being asked to pay something which he has already paid. Now to come up for hearing on 07.01.2021.

(RAJ KUMAR)
Member Technical

PARDEEP LOHAN)
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 No. DH/CGRF-	3896/2021
Date of Institution:	14.12.2021
Date of Hearing:	22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint Sh. Sudhir Thakran, Vijay Vihar, Behind Star Mall, Lal Kothi, Silokhra Road, Gurugram regarding generating of bill without any connection.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Divn., DHBVN, Gurugram
SDO (OP) S/D South City, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Sudhir Thakran, Vijay Vihar, Behind Star Mall, Lal Kothi, Silokhra Road, Gurugram has an electricity connection bearing account no. 9979170000 under SDO (OP)S/Divn. South City, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint in this connection it is intimated that site was visited by JE/Incharge found there is no meter at site on further verification it is found that meter was removed by DHBVN staff in year 2018-19 but same was not entered in official record. So he requested close this account. 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 22.12.2021 at Gurugram for hearing of the case.

Proceedings were held on 22.12.2021. Complainant as well as the SDO were present. The SDO submitted reply vide memo no. 770 dated 22.12.2021 stating that PDCO of the meter was done on 06.03.2021 on the attribute "Meter not at Site" and that the bill showed last bill having been made at a reading recorded on 13.11.2020. Also, that the complainant had made the last payment on 27.12.2018. The Forum directed the SDO to submit complete details of the case and also asked the complainant to go through and comment upon the reply received from the Subdivision. Now to come up for hearing on 07.01.2022.

(RAJ KUMAR)
Member Technical

PARDEEP LOHAN
Member Accounts

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

CASE NUMBER	DH / CGRF / 3485 & 3529 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	25.03.2021, 23.06.2021, 08.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021, 14.10.2021, 08.11.2021, 18.11.2021, 06.12.2021, 06.12.2021, 16.12.2021, 22.12.2021

**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 Sh. Sudershan Kumar Ahuja, President- New Shivani Cooperative Group Housing Society, Plat No. 51, Sector-56 Gurugram regarding wrong billing
..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, SUBURBAN, GURUGRAM
SDO/OPERATION S/D south city DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Sudershan Kumar Ahuja, President, New Shivani Cooperative Group Housing Society, Plat No. 51, Sector-56 Gurugram has got an electricity connection bearing account no. 8183660000 under SDO (OP) south city S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that monthly consumption of his society was abnormally high since Feb 2020 to Jan 2021. Particularly the bills issued for the months of 11/2020, 01/2021 and 02/2021 were high and needed rectification as per actual reading basis. But inspite of constant pursuance with respondent SDO, no action has been taken. He requested the forum to redress his complaint.

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 25.03.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 25.03.2021 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo no. 764 dated 24.03.2021 stating that billing of complainant was correct and no further action was required. Complainant was not satisfied. Forum directed the respondent SDO to submit consumption data since installation of existing meter up to the date. No coercive action be taken till disposal of the case. Now to come up for hearing on 27.04.2021.

Proceedings were held on 23.06.2021. Complainant as well as the SDO were present. Complainant and respondent SDO were present. SDO submitted reply vide memo no. 1352 dated 07.06.2021 stating that billing of complainant had been corrected and no further action was required. Complainant was not satisfied and told that not even a single bill has been delivered correct since 2013. He showed copies of some bills which had errors in the readings and the reading dates. The Forum after observing lot of misunderstanding on part of both the parties directed the respondent SDO to submit consumption data since installation of existing meter up to the date, the payment history and copies of the corrected bills. The complainant was also asked to visit the subdivision the next day and find out if he still had any doubts regarding meter readings on the basis of which the bills had been corrected by the subdivision. No coercive action

be taken till disposal of the case. Now to come up for hearing on 08.07.2021.

Proceedings were held on 08.07.2021. Complainant as well as the SDO were present. SDO submitted reply vide memo no. 1754 dated 07.07.2021 annexing all the previous bills apprising that the bills have since been corrected. The complainant when asked to see the corrected bills, lot of mistakes were found in the bills. Specially w.r.t. the old readings and new readings. The complainant again reiterated that not even a single bill has been issued correctly. The SDO was asked to check up and get the reading data retrieved for the maximum period possible and place on record by the next date of hearing. No coercive action be taken till disposal of the case. Now to come up for hearing on 10.08.2021.

Proceedings were held on 10.08.2021. Complainant as well as the SDO were present. SDO submitted reply vide memo no. 2054 dated 10.08.2021 annexing the downloaded data of the complainant's meter. A copy of the same was given to the complainant and he was asked to see the correctness of bills on the basis of this downloaded data and not on the basis of any other readings or LL-1. No coercive action be taken till disposal of the case. Now to come up for hearing on 24.08.2021.

Proceedings were held on 26.08.2021. Complainant as well as the SDO were present. The SDO did not submit any fresh reply. The complainant came up with a detailed comparison showing the actual bills raised by Nigam and the detail of readings downloaded from the system provided to him during last hearing. Copy of this comparison was given to the SDO. The Forum directed the SDO to check up the comparison sheet and submit his detailed reply by the next date of hearing explaining the reasons for this difference. No coercive action be taken till disposal of the case. Now to come up for hearing on 16.09.2021.

Proceedings were held on 16.09.2021. Complainant as well as the SDO were present. The complainant came up with a detailed comparison showing the actual bills raised by Nigam and the detail of readings downloaded from the system provided to him during last hearing. Copy of this comparison was given to the SDO. The Forum observed that the downloaded data of the meter was an authentic data and could be relied upon. The Forum also observed that the only solution to the problem was to regenerate the bills on basis of downloaded data

and find out the difference between the payable and the paid. The SDO was directed to place on record the bills so regenerated on the next date of hearing. No coercive action be taken till disposal of the case. Now to come up for hearing on 01.10..2021.

Proceedings were held on 01.10.2021. Complainant as well as the SDO were present. The SDO submitted reply vide memo no. 119 dated 30.09.2021 annexing thereby the total nos. of bills regenerated on the basis of downloaded readings and explained that there was no difference in the bills already issued and the bills now regenerated. Copy of the reply was also given to the complainant. But the complainant on scrutiny of SDO's reply apprised that there was still a difference of around Rs. 10 lacs between the bills they have paid and the sum total of regenerated bills. The SDO and complainant were again directed to reconcile the figures and come out with the conclusion on the next date of hearing. No coercive action be taken till disposal of the case. Now to come up for hearing on 14.10.2021.

Proceedings were held on 14.10.2021. Complainant as well as the SDO were present. The SDO had submitted reply vide memo no. 119 dated 30.09.2021 annexing thereby the total nos. of bills regenerated on the basis of downloaded readings and explained that there was no difference in the bills already issued and the bills now regenerated. Copy of the reply was also given to the complainant. But the complainant on scrutiny of SDO's reply apprised that there was still a difference of around Rs. 10 lacs between the bills they had paid and the sum total of regenerated bills. The complainant disputed the meter itself stating that the meter replaced in 2019 which remained installed up to October 2021 itself was defective from day one and that they had been made to pay higher for almost two years. The Forum observed that the data placed on record did not indicate any abnormality in the consumption pattern except for in the month of July 2021. To reach any conclusion, the Forum directed the SDO to put up consumption pattern and billing for the two periods separately. One, for the period April 2019 to August 2019 and then from September 2019 up to October 2021. No coercive action be taken till disposal of the case. Now to come up for hearing on 08.11.2021.

Proceedings were held on 08.11.2021. Complainant as well as the SDO

were present. The Forum observed that the issue still remained pending as such because the two parties were not at the same page so far as the bills raised and payment made was concerned. The Forum again observed that the data placed on record did not indicate any abnormality in the consumption pattern except for in the month of July 2021. To reach any conclusion, the Forum directed the SDO to put up consumption pattern and billing data in Excel sheet from 2015 onwards. Now to come up for hearing on 18.11.2021.

Proceedings were held on 18.11.2021. Complainant as well as the SDO were present. The Forum again observed that the data placed on record did not indicate any abnormality in the consumption pattern except for in the month of July 2021 but the complainant again reiterated his stand that meter had been defective for the last two years. To reach at any conclusion, the Forum directed the SDO to put up consumption pattern and billing data in Excel sheet from 2015 onwards. Now to come up for hearing on 06.12.2021.

Proceedings were held on 06.12.2021. Complainant as well as the SDO were present. The Forum again directed the SDO to put up consumption pattern and billing data in Excel sheet from 2015 onwards. Now to come up for hearing on 15.12.2021.


Proceedings were held on 16.12.2021. Complainant as well as the SDO were present. The Forum again directed the SDO to put up consumption pattern and billing data in Excel sheet from 2015 onwards. Now to come up for hearing on 22.12.2021.

Proceedings were held on 22.12.2021. Complainant as well as the SDO were present. The SDO submitted all the relevant papers as directed by the Forum. Copies of the same were given to the complainant also. The Forum observed that the papers submitted and placed on record by both the parties required a detailed scrutiny and therefore reserved the order to 28.12.2021. Now to come up for orders on 28.12.2021.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbn.org.in (e-mail ID:cgrf@dhbn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3862/ 2021
DATE OF INSTITUTION	16.11.2021
DATES OF HEARING	26.11.2021, 06.12.2021, 16.12.2021, 22.12.2021

**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 Sh. Inderjeet Kochhar, B-103, South City-1, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, SUBURBAN, GURUGRAM
SDO/OPERATION S/D SOUTH CITY, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Inderjeet Kochhar, B-103, South City-1, Gurugram is consumer of DHBVN bearing account no. 0945462662 under SDO (OP) S/Divn., DHBVN, South City. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has received bill after a period of 1 year in February of Rs. 414395/- and after making payment levying a charge of Rs. 291259/- on the basis of audit. Now he wants to refund his levied surcharge amount due to lockdown for not taking reading. He has requested the forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 26.11.2021 at Gurugram for hearing of the case.

Proceedings could not be held on 26.11.2021 because the SDO requested for an exemption on account of some urgent assignment. Now to come up for hearing on 06.12.2021.

Proceedings were held on 06.12.2021. The complainant was not present but the SDO was present. The SDO submitted that the necessary corrections had been made but the complainant was not agreeing to the corrections so made. The Forum asked the complainant to be present on the next date of hearing to record his set of submissions. Now to come up for hearing on 15.12.2021.


Proceedings were held on 16.12.2021. The complainant was not present but the SDO was present. The Forum asked the complainant to be present on the next date of hearing to record his set of submissions. Now to come up for hearing on 22.12.2021.

Proceedings were held on 22.12.2021. The complainant was not present but the SDO was present. The Forum asked the complainant to be present on the next date of hearing to record his set of submissions as a last opportunity. Now to come up for hearing on 28.12.2021.

(Raj Kumar)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3470 / 2021
DATE OF INSTITUTION	08/03/2021
DATES OF HEARING	25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021, 25.10.2021, 18.11.2021, 16.12.2021, 22.12.2021

**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 ABW Tower Condominium Association through council Sh. B.P. Aggarwal, B-5/179, Safdarjung Enclave, New Delhi regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION, DHBVN, SUBURBAN, GURUGRAM
 SDO/OPERATION S/D DLF DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

INTERIM ORDER

ABW Tower Condominium Association through council Sh. B.P. Aggarwal, B-5/179, Safdarjung Enclave, New Delhi has got an electricity connection bearing account no. 2045740000 under SDO (OP) DLF S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating that respondent SDO has not allowed the interest / penal interest on security Deposit and rebate of 1% on the units consumed as per HERC Regulation Dated 22.04.2020. In spite of constant pursuance with respondent SDO, no action has been taken. He requested the forum to redress his complaint.

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 25.03.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 25.03.2021 at Gurugram. Representative of complainant and respondent SDO both were present. SDO submitted his reply vide No. 5264 dated 25/03/2021 stating that interest on security had been given through Software. Copy placed on record. Complainant was not satisfied. Forum directed the respondent SDO to provide the detail of interest / penal interest on security already paid / to be paid since the date of connection to date within 15 days to the Forum with a copy to the complainant and also submit the detailed reply on 1% rebate as per HERC regulation on Single Supply Point on next date of hearing. Now to come up on next date of hearing on 27.04.2021.

Proceeding was held on dated 23.06.2021 at Gurugram. Representative of complainant and respondent SDO both were present. SDO submitted his reply vide No. 5601 dated 23.06.2021 giving point wise reply and a copy of the same was given to the complainant. Copy placed on record. Complainant was not satisfied. Forum directed the respondent SDO to provide the detail specifically regarding 1% rebate on commercial connection as per HERC regulation on Single Supply Point on next date of hearing. The complainant was also asked to go through the reply and come with his comments, if any, by the next date of hearing. Now to come up on next date of hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Representative of

complainant and respondent SDO both were present. The complainant through its counsel submitted an amended petition with some additional issues. Forum directed the respondent SDO to reply in detail on the issues raised in the petition with reference to the HERC regulations in each one of them. Now to come up on next date of hearing on 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO did not submit para wise reply on the issues raised in the petition with reference to the HERC regulations in each one of them. The Forum directed the SDO to submit para wise reply by the next date of hearing with a copy to the complainant so that detailed arguments can be held. Now to come up on next date of hearing on 24.08.2021.

Proceeding was held on dated 26.08.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO submitted a reply vide memo no. 6090 dated 26.08.2021 but it did not contain the para wise reply on the issues raised in the petition with reference to the HERC regulations in each one of them. The Forum again directed the SDO to submit para wise reply by the next date of hearing with a copy to the complainant so that detailed arguments can be held. Now to come up on next date of hearing on 16.09.2021.

Proceeding was held on dated 16.09.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO did not submit reply as directed by the Forum. The Forum again directed the SDO to submit para wise reply by the next date of hearing with a copy to the complainant so that detailed arguments can be held. Now to come up on next date of hearing on 01.10.2021.

Proceeding was held on dated 01.10.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO submitted reply vide memo no. 6318 dated 01.10.2021 stating that the case for change of category of the consumer has been sent to CBO which would take time. The Forum again directed SDO to submit clear reply by the next date of hearing with a copy to the complainant so that detailed arguments can be held. Now to come up on next date of hearing on 25.10.2021.

Proceedings were held on 25.10.2021. The SDO as well as the complainant

were present. The SDO did not submit any reply but requested for another date for arranging the data as directed by the Forum. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but requested for another date for arranging the data as directed by the Forum. Next date has been fixed as 15.12.2021.

Proceedings were held on 16.12.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but requested for another date for arranging the data as directed by the Forum. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The SDO as well as the complainant were present. The SDO submitted that 1% rebate on Commercial connections needed to be taken care of by the RAPDRP wing by incorporating it in the billing software. The Forum decided that the case would be closed when the necessary corrections in the software are made and the complainant starts getting the corrected bills. Next date has been fixed as 07.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

CASE NUMBER	DH / CGRF / 3531 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 17.09.2021, 25.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**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 Col. K K Singh, 737, Sector 23-A, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.
SDO/OP Maruti S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Col. K K Singh, 737, Sector 23-A, Gurugram is a consumer of DHBVN bearing account no. 2369393917 under SDO (OP) Maruti S/D, DHBVN, Gurugram under temporary category. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he should be allowed to either extend the load on temporary connection or a regular connection under NDS category should be allowed so that he is not forced to shut down his training facility. He approached the respondent Nigam for rectification 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 23.06.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 1876 dated 23.06.2021 stating that since the connection had been released under temporary category and the connection had to be disconnected after expiry of 2 years, the further extension could not be allowed. The Forum observed that this was a peculiar situation wherein neither the new connection could be allowed nor the ongoing connection could be allowed to continue further. The Forum observed that the consumer would be at loss if the connection issue was not resolved early. In light of the situation arising out of the order of Hon'ble High Court, the SDO was asked to take a legal opinion on the issue from their Legal cell and submit further by the next date of hearing. Now to come up for hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant was not present but the SDO was present. The SDO was asked to place on record the decision of hon'ble High Court so that arguments can place on the next date. Now to come up for hearing on 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant as well as SDO was present. The SDO was asked to place on record the decision of hon'ble High Court so that arguments can place on the next date along with the legal opinion on the matter. Now to come up for hearing on 24.08.2021.

Proceeding was held on dated 26.08.2021 at Gurugram. Complainant as

well as SDO was present. The SDO was asked to place on record the decision of hon'ble High Court so that arguments can place on the next date along with the legal opinion on the matter. Now to come up for hearing on 16.09.2021. No coercive action should be taken till final decision of the case.

Proceeding was held on dated 17.09.2021 at Gurugram. Complainant as well as SDO was present. The SDO was again asked to place on record the decision of hon'ble High Court so that arguments can place on the next date along with the legal opinion on the matter. Now to come up for hearing on 14.10.2021. No coercive action should be taken till final decision of the case.

Proceeding was held on dated 25.10.2021 at Gurugram. Complainant as well as SDO was present. The SDO was again asked to place on record the decision of hon'ble High Court so that arguments can place on the next date along with the legal opinion on the matter. Now to come up for hearing on 18.11.2021. No coercive action should be taken till final decision of the case.

Proceeding was held on dated 18.11.2021 at Gurugram. Complainant as well as SDO was present. The SDO was again asked to place on record the decision of hon'ble High Court so that arguments can place on the next date along with the legal opinion on the matter. Now to come up for hearing on 06.12.2021. No coercive action should be taken till final decision of the case.

Proceeding was held on dated 06.12.2021 at Gurugram. Complainant as well as SDO was present. The SDO asked for another date to place on record the decision of hon'ble High Court so that arguments can place on the next date along with the legal opinion on the matter. Now to come up for hearing on 22.12.2021. No coercive action should be taken till final decision of the case.

Proceeding was held on dated 22.12.2021 at Gurugram. Complainant as well as SDO was present. The SDO was asked by the Forum to submit a comprehensive reply with regards to release of NDS connections in the 900 meters prohibited area after getting a legal advice on the matter keeping in view the decision of hon'ble High Court in that regard. Now to come up for hearing on 17.01.2022. No coercive action should be taken till final decision of the case.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

CASE NUMBER	DH / CGRF / 3637 / 2021
DATE OF INSTITUTION	23.06.2021
DATES OF HEARING	22.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 25.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**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 Mr. Sanjiv Sahni, M-3/54, DLF Phase II, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBVN, Gurugram.
SDO/OP DLF S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Mr. Sanjiv Sahni, M-3/54, DLF Phase II, Gurugram is a consumer of DHBVN bearing account no. 8533840000 under SDO (OP) DLF S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he received a bill in September 2020 for an amount of Rs. 167471/- which was totally wrong and without any basis. He approached the respondent Nigam for rectification 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 22.07.2021 at Gurugram for hearing of the case.

Proceeding was held on 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any reply but requested for another date. No coercive action be taken till further directions. Now to come up for hearing on 10.08.2021.

Proceeding was held on 10.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide which details were submitted including the consumption data, detail of payments and meter reading of the present meter. The complainant was asked to go through it. The Forum observed that the consumption pattern of the old meter as well as the new meter was same and therefore contention of the complainant was not correct. The Forum still asked the complainant to go through the reply submitted by the complainant and come up with his observations. No coercive action be taken till further directions. Now to come up for hearing on 24.08.2021.

Proceeding was held on 26.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide which details were submitted including the consumption data, detail of payments and meter reading of the present meter. The complainant was asked to go through it. The Forum observed that the consumption pattern of the old meter as well as the new meter was same and therefore contention of the complainant was not correct. The Forum again asked the complainant to go through the reply submitted by the SDO and come up with his observations. No coercive action be taken till further directions. Now to come up for hearing on 16.09.2021.

Proceeding was held on 16.09.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any fresh reply. The complainant again said that he has been telling the SDO that the building had been demolished around 2 years back but still the bills were being issued. The

Forum had directed the SDO in the last hearing also to get the site verified and place the report on record. But the SDO has not placed on record any such report. The Forum again asked the SDO to immediately get the site verified and place on record the billing and payment details of the last 5 years on the next date of hearing. No coercive action be taken till further directions. Now to come up for hearing on 14.10.2021.

Proceeding was held on 25.10.2021 at Gurugram. Complainant and representative of respondent SDO were present. The complainant again said that he has been telling the SDO that the building had been demolished around 2 years back but still the bills were being issued. The Forum had directed the SDO in the last hearing also to get the site verified and place the report on record. But the SDO did not place on record any such report. The Forum again asked the SDO to immediately get the site verified and place on record the billing and payment details of the last 5 years on the next date of hearing. No coercive action be taken till further directions. Now to come up for hearing on 18.11.2021.

Proceeding was held on 18.11.2021 at Gurugram. Complainant and representative of respondent SDO were present. The Forum had directed the SDO in the last hearing also to get the site verified and place the report on record. But the SDO did not place on record any such report. The Forum again asked the SDO to immediately get the site verified and place on record the billing and payment details of the last 5 years on the next date of hearing. No coercive action be taken till further directions. Now to come up for hearing on 06.12.2021.

Proceeding was held on 06.12.2021 at Gurugram. Complainant and representative of respondent SDO were present. The Forum again asked the SDO to immediately get the site verified and place on record the billing and payment details of the last 5 years on the next date of hearing. No coercive action be taken till further directions. Now to come up for hearing on 22.12.2021.

Proceeding was held on 22.12.2021 at Gurugram. Complainant was not present but the SDO was present. The Forum asked the SDO to submit a comprehensive reply by the next date which should include billing and payment details of the last 5 years. No coercive action be taken till further directions. Now to come up for hearing on 07.01.2021.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

HETRI, SECTOR 16, IDC AREA, GURUGRAM
website: www.dhbn.org.in (e-mail ID:cgrf@dhbn.org.in)

CASE NUMBER	DH / CGRF / 3640 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 09.09.2021, 24.09.2021, 01.10.2021, 14.10.2021, 25.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**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 Sh. Naveen Kataria, House no. 383 / 12 Biswa, Sheetla
Mata Mandir, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP City Divn., DHBVN, Gurugram
SDO/OP S/D, IDC, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Naveen Kataria, House no. 383 / 12 Biswa, Sheetla Mata Mandir, Gurugram is consumer of DHBVN bearing account no. 2519540000 under SDO (OP) S/Divn., DHBVN, IDC, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has not been getting the bills as per actual readings. Sometimes for Zero consumption, sometimes for 4 months together and never as per actual readings. That the bill was totally unjustified. That despite his repeated persuasion with the subdivision, no action to take out the amount 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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but requested for another date. The Forum directed both the parties to come prepared for detailed arguments on the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but told that the bills were correct as per reading. The Forum directed both the parties to come prepared for detailed arguments on the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2036 dated 24.09.2021 stating that case for refund of due amount had been sent to CBO and was pending approval. No coercive action be taken till final resolution of the case. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh but stated that case for refund of due amount had been sent to CBO and was pending approval. No coercive action be taken till final resolution of the case. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The complainant as well as the SDO

was present. The SDO did not submit any fresh reply but submitted that case for refund of due amount had been sent to CBO and was pending approval. No coercive action be taken till final resolution of the case. Next date has been fixed as 25.10.2021.

Proceedings were held on 25.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply but submitted that case for refund of due amount had been sent to CBO and was pending approval. No coercive action be taken till final resolution of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The SDO was directed to place on record the consumption data of the complainant for the last 3 years. Also, that the issues placed on record by the complainant should be verified by the SDO specially regarding the complainant lodged regarding meter having got defective. No coercive action be taken till final resolution of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The SDO was again directed to place on record the consumption data of the complainant for the last 3 years. No coercive action be taken till final resolution of the case. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO placed on record the consumption data of the complainant for the last 3 years. The Forum observed that the papers placed on record needed scrutiny and therefore reserved the order for 28.12.2021. Next date has been fixed as 28.12.2021 for orders.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

CASE NUMBER	DH / CGRF / 3547 / 2021
DATE OF INSTITUTION	26.04.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 26.08.2021, 09.09.2021, 24.09.2021, 14.10.2021, 25.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**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 Sh. Prem Bhushan Khanna, GM 22, DLF Phase II, Gurugram
regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP S/U Divn., DHBVN, Gurugram
SDO/OP S/D DLF, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Prem Bhushan Khanna, GM 22, DLF Phase II, Gurugram is consumer of DHBVN bearing account number 8145858000 under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has received a bill of more than Rs. 170000 which was very much on higher side and despite the fact his premises had been lying unused due to Corona. He approached respondent Nigam but no action was 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 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 5737 dated 08.07.2021 stating that the additional amount put in the bill was on account of half margin raised by audit in August 2019. The complainant argued that if the amount had become chargeable in August 2019, then why the amount has been charged after 2 years when his tenant has already vacated. The Forum directed the SDO to submit complete case and the reasons for not charging the amount in time in 2019 itself. No coercive action should be taken till final disposal of the case. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply but said that his previous reply was correct. The complainant argued that if the amount had become chargeable in August 2019, then why the amount has been charged after 2 years when his tenant has already vacated. The Forum directed the SDO to submit complete case and the reasons for not charging the amount in time in 2019 itself. No coercive action should be taken till final disposal of the case. Next date has been fixed as 24.08.2021.

Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply but said that his previous reply was correct. The Forum observed that apparently there were lot of mistakes made while preparing the half margin as well as at the charging of half margin. The SDO was directed to place on record the complete consumption data

specifically stating as to when the MDI exceeded for the first time. No coercive action should be taken till final disposal of the case. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply. The Forum again observed that apparently there were lot of mistakes made while preparing the half margin as well as at the charging of half margin and that the record demanded by the Forum during last hearing has not been put up. The SDO was again directed to place on record the complete consumption data specifically stating as to when the MDI exceeded for the first time and how did it follow in the succeeding months. No coercive action should be taken till final disposal of the case. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The SDO was present but the complainant was not present. The complainant informed that he was hospitalized and therefore needed exemption. The SDO did not submit any detail as directed in the last hearing. fresh reply. The SDO was again directed to place on record the complete consumption data specifically stating as to when the MDI exceeded for the first time and how did it follow in the succeeding months. No coercive action should be taken till final disposal of the case. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The SDO was present but the complainant was not present. The complainant informed that he was hospitalized and therefore needed exemption. The SDO did not submit any fresh reply. The Forum observed that arguments cannot be held in the absence of complainant. The SDO was again directed to place on record the complete consumption data specifically stating as to when the MDI exceeded for the first time and how did it follow in the succeeding months. No coercive action should be taken till final disposal of the case. Next date has been fixed as 25.10.2021.

Proceedings were held on 25.10.2021. The SDO was present but the complainant was present through video calling. The complainant informed that he was hospitalized and therefore requested exemption from appearing in person. The SDO did not submit any fresh reply. The Forum observed that arguments cannot be held in the absence of complainant. No coercive action should be taken

till final disposal of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The SDO as well as complainant was present. The SDO was directed to submit a comprehensive reply on the issue of same MDI recorded every month for more than a year. No coercive action should be taken till final disposal of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The SDO as well as complainant was present. The SDO was again directed to submit a comprehensive reply on the issue of same MDI recorded every month for more than a year. No coercive action should be taken till final disposal of the case. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The SDO as well as complainant was present. The SDO placed on record the data of metering and the MDI. The Forum observed that the data and details provided by SDO needed to be scrutinized and therefore reserved the orders for the next date 28.12.2021. No coercive action should be taken till final disposal of the case. Next date has been fixed as 28.12.2021 for orders.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

CASE NUMBER	DH / CGRF / 3618 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	08.07.2021, 22.07.2021, 10.08.2021, 26.08.2021, 18.11.2021, 17.09.2021, 01.10.2021, 25.10.2021. 18.11.2021, 06.12.2021, 22.12.2021

**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 UPTOWN CONDOMINIUM WELFARE ASSOCIATION, Sector 66, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP SOHNA Divn., DHBVN, Gurugram
SDO/OP S/D Badshahpur, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S UPTOWN CONDOMINIUM WELFARE ASSOCIATION, Sector 66, Gurugram is consumer of DHBVN bearing account no. G22 – BPHT - 0111 under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that incorrect demand has been raised in the bills which were not at all warranted. Also, that the SDO office has connected another connection in unauthorized manner thereby causing frequent disruptions of supply. Also, that DHBVN should be restrained from disconnecting the supply till final resolution of the case. He approached respondent Nigam but no action was 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 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 436 dated 30.06.2021 stating that an amount of Rs. 8618389/- was not chargeable. The Forum observed that the reply submitted by SDO was very casual and did not speak anything about various issues raised in the complaint. The Forum directed the SDO to submit para wise reply of the case and come up with detail of charging made, grounds for the same and the detail of refund which he proposes to CBO. Next date has been fixed as 22.07.2021.

Proceedings were held on 22.07.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 700 dated 22.07.2021 stating that an amount of Rs. 8618389/- has been refunded. Also, that the builder being same, the builder himself gave consent to connect the other connection on the feeder. The Forum observed that the reply submitted by SDO lacked some important issues. The Forum directed the SDO to personally attend the next hearing along with all the details of the case including the breakdown data of the feeder for the last 6 months. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO had submitted reply on the last date of hearing vide memo no. 700 dated 22.07.2021 stating that an amount of Rs. 8618389/- had

been refunded. Also, that the builder being same, the builder himself gave consent to connect the other connection on the feeder. The Forum directed the SDO to personally check the status of feeder breakdown and the maintenance thereof along with the breakdown data of the feeder for the last 6 months. Next date has been fixed as 24.08.2021.

Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO had submitted reply vide memo no. 1108 dated 22.08.2021 giving para wise reply. Copy of this reply was given to the complainant. The Forum again directed the SDO to personally check the status of feeder breakdown and the maintenance thereof along with the breakdown data of the feeder for the last 6 months. Next date has been fixed as 16.09.2021.

Proceedings were held on 17.09.2021. The SDO as well as the complainant were present. The SDO requested for another date for arranging the data as directed by the Forum. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO as well as the complainant were present. The SDO did not submit any reply but requested for another date for arranging the data as directed by the Forum. Next date has been fixed as 25.10.2021.

Proceeding was held on dated 25.10.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO submitted reply vide memo no. 1658 dated 25.10.2021 stating that meeting scheduled to be held with RWA could not be held and that detailed reply can be submitted only after the above said meeting takes place. Now to come up on next date of hearing on 18.11.2021.

Proceeding was held on dated 18.11.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The SDO again informed that meeting scheduled to be held with RWA could not be held and that detailed reply can be submitted only after the above said meeting takes place. Now to come up on next date of hearing on 06.12.2021.

Proceeding was held on dated 06.12.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The Forum again directed both the parties to held meeting between subdivision and the RWA and detailed submissions be made before the Forum by the next date of hearing. Now to

come up on next date of hearing on 22.12.2021.

Proceeding was held on dated 22.12.2021 at Gurugram. Representative of complainant and respondent SDO both were present. The Forum again directed both the parties to held meeting between subdivision and the RWA and detailed submissions be made before the Forum by the next date of hearing. Now to come up on next date of hearing on 07.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

CASE NUMBER	DH / CGRF / 3629 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 16.09.2021, 01.10.2021, 25.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PARDEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Sh. J K Arora, Plot no. GH-29, Sector 56, Gurugram
regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP S/U Divn., DHBVN, Gurugram
SDO/OP S/D, South City, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. J K Arora, Plot no. GH-29, Sector 56, Gurugram is consumer of DHBVN bearing account no. 6420660000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint on behalf of J K Cooperative Group Housing Society having 48 nos. of flats stating the following issues:

- i) Slab benefit is not being given
- ii) 4% rebate is not being given right from the beginning
- iii) Interest on ACD has not been paid and that it should be refunded with penal interest

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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2168 dated 19.08.2021 stating that his office was aware of the issues raised in the complainant and that he has been taking up the matter with CBO for refund of all the dues. No coercive action be taken till final resolution of the case. Next date has been fixed as 16.09.2021.

Proceedings were held on 16.09.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply but apprised that he was taking up the matter with CBO for refund of all the dues. No coercive action be taken till final resolution of the case. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The complainant as well as the SDO was present. The SDO submitted reply vide memo no. 121 dated 30.0.2021 stating that after checking up the record, an amount of Rs. 487215/- was found adjustable in the complainant's account. The complainant was asked to go through the detail submitted by the SDO and come out with his statement and for a detailed discussion on the subject. No coercive action be taken till final resolution of the case. Next date has been fixed as 25.10.2021.

Proceedings were held on 25.10.2021. The complainant as well as the SDO was present. The SDO did not submit any fresh reply but said that an amount of Rs. 487215/- was found adjustable in the complainant's account. The

complainant was again asked to go through the detail submitted by the SDO and come out with his statement and for a detailed discussion on the subject. No coercive action be taken till final resolution of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant was not present but the SDO was present. The SDO did not submit any fresh reply but said that an amount of Rs. 487215/- was found adjustable in the complainant's account. The complainant was again asked to go through the detail submitted by the SDO and come out with his statement and for a detailed discussion on the subject. No coercive action be taken till final resolution of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The complainant again pointed out that the slab benefit has still not been given. The SDO was asked to submit details in that regard by the next date of hearing. No coercive action be taken till final resolution of the case. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The complainant was asked to provide hard copies of the bills from 2013 to 2015 as the soft copies sent were not received by the subdivision. The complainant assured that hard copies would be submitted to the subdivision in next one week. No coercive action be taken till final resolution of the case. Next date has been fixed as 07.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

CASE NUMBER	DH / CGRF / 3758 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021, 25.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**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 Sidharth Cooperative Group Housing Society, GH-31, Sector 56, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Suburban Divn., DHBVN, Gurugram
SDO/OP South City, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S Sidharth Cooperative Group Housing Society, GH-31, Sector 56, Gurugram are BLDS consumer of DHBVN bearing account no. 5570070000 under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating the following issues:

- i) That nos. of flats have not yet been updated and therefore the tariff applied is not correct as per the applicable slab
- ii) That 4% rebate is not being given on SOP
- iii) That interest on ACD has not yet been paid.

That they approached respondent Nigam but no action was taken. They have 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 116 dated 30.09.2021 stating that all the issues have been resolved. Copy of this reply was also given to the complainant and he was asked to verify the contents of the reply submitted by the subdivision. Now to come up for hearing on 25.10.2021.

Proceedings were held on 25.10.2021. The SDO as well as the complainant was present. The SDO had submitted reply vide memo no. 116 dated 30.09.2021 stating that all the issues have been resolved. Copy of this reply was also given to the complainant and he was asked to verify the contents of the reply submitted by the subdivision. Now to come up for hearing on 18.11.2021.

Proceedings were held on 18.11.2021. The SDO as well as the complainant was present. The complainant was asked to verify the contents of the reply submitted by the subdivision. Now to come up for hearing on 06.12.2021.

Proceedings were held on 06.12.2021. The SDO as well as the complainant was present. The complainant was again asked to verify the contents of the reply submitted by the subdivision on the last date of hearing. Now to come up for hearing on 22.12.2021.

Proceedings were held on 22.12.2021. The SDO as well as the complainant was present. The complainant raised objections to the calculations submitted by

the subdivision. The subdivision on their part argued that that the bills raised were correct and was on the basis of number of days. The Forum asked both the parties to sit together and reconcile the figures and let the Forum know about the progress. Now to come up for hearing on 07.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

CASE NUMBER	DH / CGRF / 3757 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021, 25.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**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 RAISINA RESDIENCY WELFARE ASSOCIATION, Sector 59,
Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Sohna Divn., DHBVN, Gurugram
SDO/OP Badshahpur, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S Raisina Residency Welfare Association, Sector 59, Gurugram are BLDS consumer of DHBVN bearing account no. BPHT – 0028 under SDO (OP) S/Divn., DHBVN, Badshahpur, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that:

- i) The Nigam has been giving electricity bills without verification of nos. of flats and therefore the billing being done was wrong.
- ii) That interest on ACD has not been paid since the release of connection

That that they approached respondent Nigam but no action was taken. They have 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO did not submit any reply but requested for another date for submission of detailed reply. Now to come up for hearing on 25.10.2021.

Proceedings were held on 25.10.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 1665 dated 25.10.2021 stating that reply from MCG was still awaited and assured that the detailed reply would be submitted by the next date of hearing. Next date has been fixed as 18.11.2021

Proceedings were held on 18.11.2021. The SDO as well as the complainant were present. The SDO again submitted that reply from MCG was still awaited and assured that the detailed reply would be submitted by the next date of hearing. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 1940 dated 06.12.2021 stating that clarification from MCG had been received that the premises was outside the municipal limits. Also, that the M Tax would be refunded after the Forum passes the order in that regard. The Forum observed it very seriously and asked the SDO if the M Tax was lawfully refundable, then why should he require an order from the Forum in that regard. The Forum also asked the SDO if


something was not lawfully chargeable but had been charged due to some error, then why he expected such consumers to come to Forum with a complaint, get an order in favour of the complainant and only then the wrongfully charged amount would be refunded by him. On the issue of slab benefit to the complainant, the complainant and SDO were asked to sit together and verify the nos. of residents by the next date of hearing. Now to come up for hearing on 22.12.2021.

Proceedings were held on 22.12.2021. The SDO as well as the complainant were present. On the issue of slab benefit to the complainant, the complainant and SDO were again asked by the Forum to sit together and verify the nos. of residents by the next date of hearing. Now to come up for hearing on 07.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125005 Telephone No. 01662-223081 HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3191 / 2020
DATE OF INSTITUTION	17.08.2020
DATES OF HEARING	08.10.2020, 27.10.2020, 10.11.2020, 10.12.2020, 12.01.2021, 09.02.2021, 08.07.2021, 20.08.2021, 17.09.2021, 24.09.2021, 25.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**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 Sh. Major Kuldeep Singh, H. No. 107, Ugyog Vihar,
 Phase IV, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OPERATION DIVISION SUBURBAN, DHBVN, GURUGRAM
 SDO/OPERATION SUB DIVISION MARUTI, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Major Kuldeep Singh, H No. 107, Udyog Vihar Phase-IV, Gurugram is a consumer of DHBVN bearing account no. 6767650000 under SDO (OP) Maruti S/Divn., DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that bills for the month of 4/2020 and 5/2020 were raised on higher side due to fault in Power Factor resulting big difference between kWh and kVAh reading. However, it was very clear that meter reading was not reflecting actual usage as the office remained completely shut down as per government regulation due to Covid-19. He requested respondent SDO for waiver 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 08.10.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 08.10.2020 at Gurugram. Complainant and respondent SDO were present. SDO submitted reply vide memo.no. 1163 dated 28.09.2020 stating that connection was running in NDS category with sanctioned load 169.77 kWh and the complainant's bills issued for 4/2020 and 5/2020 were on actual readings. Meter was got checked from XEN M&P Gurugram on 17.7.2020 as per MT No. 15/1425 and meter was found working within permissible limits. kVAh increased due to PF not maintained properly by the complainant. Forum directed respondent SDO to supply tamper data/load survey data of the meter from January 2020 up to date.

Proceeding was held on dated 27.10.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. SDO requested for another date. Request was allowed.

Proceeding was held on dated 10.11.2020 at Gurugram. Complainant was not present but respondent SDO was present. SDO submitted reply dated 10.11.2020 stating that tamper data /load survey data had already been e-mailed on 23.10.2020 and requested to take expert advice from M&P Division, Gurugram regarding lagging or loading power factor. Forum directed the respondent SDO to brief the case of the complainant to XEN M&P, DHBVN, Gurugram. XEN/M&P DHBVN, Gurugram is also directed to attend the hearing on the next date.

Proceeding was held on dated 10.12.2020 at Gurugram. Complainant and respondent SDO were present. SDO M&P was also present who requested for another date to furnish reply. Request allowed. Now to come up on the next date

of hearing on 29.12.2020 for arguments.

Proceeding was held on 29.12.2020. Complainant as well as SDO Maruti were present. SDO M&P was also present and submitted the data from record. Forum directed both the SDOs to place on record the detailed analytical report on the available data and to come up for hearing on the next date 12.01.2021.

Proceeding was held on dated 12.01.2021 at Gurugram. Complainant and representative of respondent SDO were present. SDO telephonically requested for another date to furnish reply. Request allowed.

Proceeding was held on dated 09.02.2021 at Gurugram. Complainant and representative of respondent SDO were present. Forum directed Xen. M&P Gurugram to attend next date of hearing for arguments and respondent SDO also to furnish reply. Now to come up on the next date of hearing on 23.02.2021 for arguments.

Proceeding was held on dated 08.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The Forum observed that the complaint and its resolution involved a larger question as to whether any penalty needs to be imposed on the consumers even when the power factor recorded in leading and not lagging. The SDO earlier had informed in another similar case that there was a circular which stipulated that leading power factor would be recorded / blocked as "1" but this circular was applicable to only Whole Current meters. The Forum decided that specific comments / reply from the office of Chief Engineer / Commercial should be obtained to finally arrive at the conclusion. As such, office of Chief Engineer Commercial through the respondent SDO is directed to come out clearly on the following issues:

- i) Whether the sales circulars taking care of the leading power factor in case of whole current meters is applicable to HT & LT CT Meters also
- ii) If not, what is the mechanism being adopted by which the leading power factor in HT & LT CT Meters gets blocked at its highest value of "1"
- iii) Are the HT & LT CT Meters being purchased at present have the facility of blocking the leading power factor and reading it as "1"
- iv) What is the method of resolution being adopted by DHBVN in those cases where the HT & LT CT Meters are still in use at different consumers' sites and do not have the facility of blocking the leading power factor and reading it as "1" instead of treating it at par with lagging power factor.

Now to come up on the next date of hearing on 10.08.2021 for arguments.

Proceedings were held on 20.08.2021. The SDO as well as complainant as present. The SDO did not submit any reply but told that the reply from Commercial wing was still awaited. The Forum directed the SDO to get the reply urgently from Commercial wing so that the issue related to kWh and kVAh consumption. Next date of hearing is fixed at 16.09.2021.

Proceedings were held on 16.09.2021. The SDO as well as complainant as present. The SDO did not submit any reply but told that the reply from Commercial wing was still awaited. The Forum directed Chief Engineer Commercial of DHBVN to appear in person on the next date of hearing to reply to the queries raised by the Forum in all the previous hearings. Next date of hearing is fixed at 24.09.2021.

Proceedings were held on 24.09.2021. The Chief Engineer Commercial of DHBVN appeared before the Forum and submitted in writing that he was aware of the issue but he would require another 20-25 days to get the matter approved from the competent authority and submit before the Forum. The Forum observed that the matter had already got over delayed because of non-submission of reply by the SDO despite repeated reminders and directions by the Forum in this regard. The Forum directed Chief Engineer Commercial to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 25.10.2021.

Proceedings were held on 25.10.2021. The Chief Engineer Commercial of DHBVN informed on phone that the matter was still under process and that it would take around 15 days more to decide the matter and requested for another date. The Forum directed Chief Engineer Commercial to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 18.11.2021.

Proceedings were held on 18.11.2021. The Chief Engineer Commercial of DHBVN informed on phone that the matter was still under process and that it would take around 15 days more to decide the matter and requested for another date. The Forum directed Chief Engineer Commercial to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 06.12.2021.

Proceedings were held on 06.12.2021. The Forum asked the Chief Engineer Commercial on phone to expedite the approval from competent authority and

ensure an early submission of detailed reply. Next date of hearing is fixed for 22.12.2021.

Proceedings were held on 22.12.2021. The Forum again asked the Chief Engineer Commercial on phone to expedite the approval from competent authority and ensure an early submission of detailed reply on the issue of lagging and leading power factor. Next date of hearing is fixed for 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

HETRI, SECTOR 16, IDC AREA, GURUGRAM
website: www.dhbn.org.in (e-mail ID:cgrf@dhbn.org.in)

CASE NUMBER	DH / CGRF / 3386/ 2021
DATE OF INSTITUTION	14.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021. 20.08.2021, 17.09.2021, 24.09.2021, 25.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PARDEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL

In the matter of complaint of Smt. Deepa Jain, M/s Premisha Udyog, 38 KM Stone, Behrampur Road, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP Divn., DHBVN, Sohna
SDO/OP Sohna Road S/D, DHBVN, GURUGRAM

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Deepa Jain, M/s Premisha Udyog, 38 KM Stone, Behrampur Road, Gurugram has the consumer of DHBVN bearing account no. 1092360000 under SDO (OP) S/Divn., DHBVN, Sohna Road, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent SDO has given notice vide memo.no. 1031 dated 7.6.2018 for payment of Rs.1771722/- due to change of reading method from kWH to kVAH, which was wrong. They approached respondent SDO for waiver of said amount but no action has been taken so far. They have requested 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 9.2.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 9.2.2021 at Gurugram. Representative of both complainant and respondent SDO were present. Respondent SDO did not submit reply, however, assured to submit reply well before next date of hearing. Forum directed respondent SDO to ensure submission of detailed reply within fifteen days, as assured.

Proceedings were held on 10.03.2021. The Forum observed that the complaint and its resolution involved a larger question as to whether any penalty needs to be imposed on the consumers even when the power factor recorded in leading and not lagging. The SDO informed that there was a circular which stipulated that leading power factor would be recorded / blocked as "1" but this circular was applicable to only Whole Current meters. The Forum decided that specific comments / reply from the office of Chief Engineer / Commercial should be obtained to finally arrive at the conclusion. As such, office of Chief Engineer Commercial through the respondent SDO is directed to come out clearly on the following issues:

- i) Whether the sales circulars taking care of the leading power factor in case of whole current meters is applicable to HT & LT CT Meters also
- ii) If not, what is the mechanism being adopted by which the leading power factor in HT & LT CT Meters gets blocked at its highest value of "1"

- iii) Are the HT & LT CT Meters being purchased at present have the facility of blocking the leading power factor and reading it as "1"
- iv) What is the method of resolution being adopted by DHBVN in those cases where the HT & LT CT Meters are still in use at different consumers' sites and do not have the facility of blocking the leading power factor and reading it as "1" instead of treating it at par with lagging power factor.

Respondent SDO was directed to get the reply from CE Commercial within next 10 days and to place it on record of the Forum. In the meantime, the SDO was directed not to take any coercive action or disconnection till the final decision in this case.

Proceedings were held on 08.04.2021. Respondent SDO vide his memo. No. 28 dated 07.04.2021 informed that reply from the office of CE/Comml., DHBVN Hisar was pending as yet. Forum directed respondent SDO to peruse with CE Commercial to get the reply on the issue well before next date. Now, to come up for hearing on 11.05.2021.

Proceedings were held on 08.07.2021. Respondent SDO as well as the complainant were present. SDO did not submit reply or the clarification from Commercial wing of DHBVN. He informed that the information was still awaited. The complainant on his part informed that apart from the pending issue of lagging and leading power factor, there was another problem which they were facing and it was that they have been getting the bills on average basis. The Forum directed the SDO to look into the matter and ensure that the bills are generated and delivered on actual reading basis. The Forum also directed SDO to peruse with CE Commercial to get the reply on the issue well before next date. Now, to come up for hearing on 10.08.2021. No coercive action be taken against the complainant till the final resolution of the case.

Proceedings were held on 20.08.2021. The SDO as well as complainant as present. The SDO did not submit any reply but told that the reply from Commercial wing was still awaited. The Forum directed the SDO to get the reply urgently from Commercial wing so that the issue related to kWh and kVAh consumption. Next date of hearing is fixed at 16.09.2021.

Proceedings were held on 16.09.2021. The SDO as well as complainant was present. The SDO did not submit any reply but told that

reply from Commercial wing was still awaited. The Forum directed Chief Engineer Commercial of DHBVN to appear in person on the next date of hearing to reply to the queries raised by the Forum in all the previous hearings. Next date of hearing is fixed at 24.09.2021.

Proceedings were held on 24.09.2021. The Chief Engineer Commercial of DHBVN appeared before the Forum and submitted in writing that he was aware of the issue but he would require another 20-25 days to get the matter approved from the competent authority and submit before the Forum. The Forum observed that the matter had already got over delayed because of non-submission of reply by the SDO despite repeated reminders and directions by the Forum in this regard. The Forum directed Chief Engineer Commercial to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 25.10.2021.

Proceedings were held on 25.10.2021. The Chief Engineer Commercial of DHBVN informed on phone that the matter was still under process and that it would take around 15 days more to decide the matter and requested for another date. The Forum directed Chief Engineer Commercial to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 18.11.2021.

Proceedings were held on 18.11.2021. The Chief Engineer Commercial of DHBVN informed on phone that the matter was still under process and that it would take around 15 days more to decide the matter and requested for another date. The Forum directed Chief Engineer Commercial to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 06.12.2021.

Proceedings were held on 06.12.2021. The Forum asked the Chief Engineer Commercial on phone to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 22.12.2021.


Proceedings were held on 22.12.2021. The Forum again asked the Chief Engineer Commercial on phone to expedite the approval from competent authority and ensure an early submission of detailed reply on the issue of lagging and leading power factor.

Next date of hearing is fixed for 17.01.2022

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV KUMAR CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH/CGRF/3333/2020
DATE OF INSTITUTION	14.12.2020
DATES OF HEARING	29.12.2020, 27.01.2021, 23.02.2021, 10.03.2021, 25.03.2021, 23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 17.09.2021, 25.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**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 Ishwar Wire Rope Ind., Khasra No.68, Daultabad Road, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP City Divn., DHBVN, Gurugram.

SDO/OP New Palam Vihar S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

M/s Ishwar Wire Rope Ind., Khasra No.68, Daultabad Road, Gurugram are consumer of DHBVN bearing account no. 6273460000 under SDO (OP) New Palm Vihar S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that erroneous/excessive billing for units recorded during COVID-19 epidemic lock down period has been made. Meter's KVAH reading shown excessively high during the period while kWh reading seemed OK. Further, excessive billing has been done since Oct., 2017 when billing was shifted from kWh to KVAH. He approached the respondent Nigam for rectification 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 29.12.2020 at Gurugram for hearing of the case.

Proceeding was held on dated 29.12.2020 at Gurugram. Complainant was not present but representative of respondent SDO was present. Complainant through email and respondent SDO requested for another date. Request allowed.

Proceeding was held on dated 27.01.2021 at Gurugram. Representatives of both complainant as well as respondent SDO were present. Respondent SDO submitted reply vide no. 7061 dated 25.1.2021 stating that complainant had represented to this office that during Covid-19, his premises remained closed but his KVAH portion recorded as 24000. His office requested M&P for checking accuracy of KVAH meter and they vide MT report no. 67/1431 dated 26.9.2020 reported that working of the meter was within permissible limit. Copy was placed on record. Forum directed complainant to provide documentary evidence regarding closure of his premises for the period 23.03.2020 to 4.5.2020 (43 days) and respondent SDO was directed to submit detailed M&P report showing the period of logging/leading of PF during said period.

Proceeding was held on dated 23.02.2021 at Gurugram. Complainant and respondent SDO were present. Complainant provided documentary evidence regarding closure of his premises for the period 23.03.2020 to 4.5.2020 (43 days) due to Covid-19 and the same was handed over to respondent SDO. Forum directed respondent SDO to submit detailed M&P report showing the period of logging/leading of PF during said period and comment upon the documentary evidence provided by the complainant.

Proceedings were held on 10.03.2021. Neither the complainant nor the

SDO was present. On request of SDO on telephone, the next date of hearing was granted for submission of reply. Next date of hearing is fixed as 25.03.2021.

Proceeding was held on dated 25.03.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply but the same was not in consonance with the queries raised by Forum. This was viewed seriously. SDO was directed to submit detailed reply specifically on the queries and issues raised in the hearing dated 23.02.2021 i.e. to submit detailed M&P report showing the period of lagging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 27.04.2021.

Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO did not submit any reply and the data shown during hearing was not relevant. The query raised during last hearing was specifically about the kVAh readings recoded under leading power factor conditions and not simply the consumption data. This was viewed seriously. SDO was directed to submit detailed reply specifically on the queries and issues raised and submit detailed M&P report showing the period of lagging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant was present but the SDO was not present. The SDO on phone requested for another date since he had been transferred. Requested was accepted but at the same time was directed to submit detailed reply specifically on the queries and issues raised and submit detailed M&P report showing the period of lagging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram. Complainant as well as the SDO was present. The SDO was directed to submit detailed reply specifically on the queries and issues raised and submit detailed M&P report showing the period of lagging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 24.08.2021

Proceeding was held on dated 26.08.2021 at Gurugram. Complainant as well as the SDO was present. The SDO did not submit any reply on the issue of

leading / lagging power factor as raised by the Forum during previous hearings. The Forum again directed the SDO to submit detailed reply specifically on the queries and issues raised and submit detailed M&P report showing the period of legging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. Now to come up for hearing on 16.09.2021.

Proceeding was held on dated 17.09.2021 at Gurugram. Complainant as well as the SDO was present. The SDO again did not submit any reply on the issue of leading / lagging power factor as raised by the Forum during previous hearings. The Forum took seriously the casual approach the subdivision and again directed the SDO to submit detailed reply specifically on the queries and issues raised and submit detailed M&P report showing the period of legging/leading of PF during said period and comment upon the documentary evidence provided by the complainant. The Forum directed Chief Engineer Commercial of DHBVN to appear in person on the next date of hearing to reply to the queries raised by the Forum in all the previous hearings Now to come up for hearing on 24.09.2021.

Proceedings were held on 24.09.2021. The Chief Engineer Commercial of DHBVN appeared before the Forum and submitted in writing that he was aware of the issue but he would require another 20-25 days to get the matter approved from the competent authority and submit before the Forum. The Forum observed that the matter had already got over delayed because of non-submission of reply by the SDO despite repeated reminders and directions by the Forum in this regard. The Forum directed Chief Engineer Commercial to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 25.10.2021.

Proceedings were held on 25.10.2021. The Chief Engineer Commercial of DHBVN informed on phone that the matter was still under process and that it would take around 15 days more to decide the matter and requested for another date. The Forum directed Chief Engineer Commercial to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 18.11.2021.

Proceedings were held on 18.11.2021. The Chief Engineer Commercial of DHBVN informed on phone that the matter was still under process and that it would take around 15 days more to decide the matter and requested for another date. The Forum directed Chief Engineer Commercial to expedite the approval

from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 06.12.2021.

Proceedings were held on 06.12.2021. The Forum asked the Chief Engineer Commercial on phone to expedite the approval from competent authority and ensure an early submission of detailed reply. Next date of hearing is fixed for 22.12.2021.

Proceedings were held on 22.12.2021. The Forum again asked the Chief Engineer Commercial on phone to expedite the approval from competent authority and ensure an early submission of detailed reply on the issue of lagging and leading power factor. Next date of hearing is fixed for 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM

HETRI, SECTOR 16, IDC AREA, GURUGRAM
(website: www.dhbn.org.in)
(e-mail ID: cgrf@dhbn.org.in)

Case No. DH/CGRF-	3808/2021
Date of Institution:	14.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of Sh. Vipin Sharma owner of M-157, SF Blossom –II Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP) S/U Divn., DHBVN, Gurugram
SDO (OP) S/D South City, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Vipin Sharma owner of M-157, SF Blossom –II, Gurugram has an electricity connection bearing account no. 6292260000 under SDO (OP)S/Divn. South city, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding wrong billing and permanent disconnection of electricity supply even without waiting for expiry of the due date in 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant was not present but the SDO was present. The SDO submitted reply vide memo no. 320 dated 27.10.2021 stating that the bill was correct as per reading. The Forum decided to hear the case on next date and directed the complainant to be present to submit his set of versions. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The complainant informed that since the release of connection way back in around 2004, the house has been lying unoccupied and still it was vacant. Then how can the bill of such a large amount can be raised. The Forum decided to hear the case on next date and directed the SDO to put up complete data by the next date. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The complainant again raised the issue that since the release of connection way back in around 2004, the house had been lying unoccupied and it was still vacant. Then how can the bill of such a large amount can be raised. The Forum decided the SDO to put up complete data, the sundry item sent to CBO for corrections, the reasons of rejection by the CBO and further correspondence made by the subdivision with CBO. Next date has been fixed as 22.12.2021.


Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The Forum again directed the SDO to put up complete data, the sundry item sent to CBO for corrections, the reasons of rejection by the CBO and further correspondence made by the subdivision with CBO.

Next date has been fixed as 07.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)</p>
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Case No. DH/CGRF-	3807/2021
Date of Institution:	14.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of Sh. Shashi Ahuja, House no.866, Sec-5,
Urban Estate Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)City Divn., DHBVN,Gurugram
SDO (OP) S/D IDC, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Shashi Ahuja, House no.866, Sec-5, Urban Estate, Gurugram has an electricity connection bearing account no. 7645630000 under SDO (OP) S/Divn. IDC, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding correction of wrong billing, testing of old meter and refund of excess amount deposited. Consumer has visited in the Sub Divn. so many times but he has not received satisfactory resolution. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but requested for another date for submission of detailed reply. No coercive action should be taken till final disposal of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but requested for another date for submission of detailed reply. No coercive action should be taken till final disposal of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but requested for another date for submission of detailed reply. No coercive action should be taken till final disposal of the case. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but requested for another date for submission of detailed reply. No coercive action should be taken till final disposal of the case. Next date has been fixed as 07.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

Case No. DH/CGRF-	3811/2021
Date of Institution:	18.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of Sh. Sameer Negi, House no. 437, Sec-10A, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)City Divn., DHBVN,Gurugram
SDO (OP) S/D Kadipur, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Sameer Negi, House no. 437, Sec-10A, Gurugram has an electricity connection bearing account no.8906560000 under SDO (OP)S/Divn. Kadipur, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding non effecting of S.C.O/S.J.O no G14-62099-S.C.O dated 12.06.2020 effected on 18.06.2020 while issuing the bill .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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant was present but no one from subdivision was present. The XEN City on phone requested for another date for submission of reply. No coercive action should be taken till final disposal of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant was present but no one from subdivision was present. The XEN City on phone requested for another date for submission of reply. No coercive action should be taken till final disposal of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant was present but no one from subdivision was present. The XEN City on phone requested for another date for submission of reply. No coercive action should be taken till final disposal of the case. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO requested for another date for filing of the detailed reply. XEN City on phone requested for another date for submission of reply. No coercive action should be taken till final disposal of the case. Next date has been fixed as 07.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

Case No. DH/CGRF-	3783/2021
Date of Institution:	01.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of Sh. S.K. Burman, House no.-378, Sec-43,
Golf Course road, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)S/U Divn., DHBVN, Gurugram
SDO (OP) S/D DLF, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. S.K. Burman, House no.-378, Sec-43, Golf Course Road, Gurugram has an electricity connection bearing account no. 9917940000 under SDO (OP)S/Divn. DLF, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding disconnection of electricity connection, refund and mental harassment. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit reply but requested for another date for submission of detailed reply. No coercive action should be taken till final disposal of the case. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO submitted that he has discussed at length the issues involved and is in search of relevant record. Also, that he would require some more time to submit detailed status. No coercive action should be taken till final disposal of the case. Next date has been fixed as 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
(website: www.dhbn.org.in)
(e-mail ID:cgfr@dhbn.org.in)

Case No. DH/CGRF-	3809/2021
Date of Institution:	14.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of Sh. Mange Ram, Vill. Nanukalan, Pataudi,
Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)Manesar Divn., DHBVN, Gurugram
SDO (OP) S/D, Pataudi, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Mange Ram, Vill. Nanukalan, Pataudi, Gurugram has an electricity connection bearing account no. G32-Ko01-2633 under SDO (OP)S/Divn. Pataudi, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint that his meter had been changed whose account no. was AD-1873 and new account no. is G32-Ko01-2633. Now he has received electricity bill amounting to Rs. 1 Lac. He has visited to S/Divn. many times for testing the meter. In the lab data has been recovered from 24.06.2021 to 05.10.2021. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but requested for another date for submission of reply. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but requested for another date for submission of reply. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but requested for another date for submission of reply. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO submitted reply and placed on record the details of the case. The Forum observed that papers so submitted need scrutiny and therefore decided to reserve the orders for 28.12.2021. Next date has been fixed as 28.12.2021 for orders.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
(website: www.dhbn.org.in)
(e-mail ID:cgfr@dhnbn.org.in)

Case No. DH/CGRF-	3772/2021
Date of Institution:	01.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Bharti Infratel Ltd, Building No-10 B,
4th Floor DLF Cyber City, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)S/U Divn., DHBVN,Gurugram
SDO (OP) S/D Maruti, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Bharti Infratel Ltd, Building No-10 B 4th Floor DLF Cyber City, Gurugram has an electricity connection bearing account no. 5075901000 under SDO (OP)S/Divn. Maruti, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding his sundry amount of Rs 17,98,404/- has not been adjusted in the bill against LT-CT Sr. No. D0001454 capacity 3x-5-A. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but assured to submit the reply by the next date of hearing. The Forum directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The Forum again directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The Forum was apprised by SDO that reconciliation of the bills raised and the payments made was in process and that it would take some more time to arrive at the final position. Requested for another around 15 days to come out with the final position. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO apprised the Forum that reconciliation of the bills and the payments made was still in process and would take some more time to arrive at the final position and requested for next date. Next date has been fixed as 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
(website: www.dhbn.org.in)
(e-mail ID:cgfr@dhn.org.in)

Case No. DH/CGRF-	3773/2021
Date of Institution:	01.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Indus Towers, Building No.-10 B, 4th Floor DLF Cyber City, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)S/U Divn., DHBVN,Gurugram
SDO (OP) S/D Maruti, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Indus Towers, Building No.-10 B 4th Floor DLF Cyber City, Gurugram has an electricity connection bearing account no. 5831270000 under SDO (OP)S/Divn. Maruti, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding wrong billing due to M.F. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but assured to submit the reply by the next date of hearing. The Forum directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The Forum again directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The Forum was apprised by SDO that reconciliation of the bills raised and the payments made was in process and that it would take some more time to arrive at the final position. Requested for another around 15 days to come out with the final position. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO apprised the Forum that reconciliation of the bills and the payments made was still in process and would take some more time to arrive at the final position and requested for next date. Next date has been fixed as 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

Case No. DH/CGRF-	3774/2021
Date of Institution:	01.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Hutch Mobile, Building No.-10 B, 4th
Floor DLF Cyber City, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)S/U Divn., DHBVN,Gurugram
SDO (OP) S/D Maruti, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Hutch Mobile, Building No.-10 B 4th Floor DLF Cyber City, Gurugram has an electricity connection bearing account no. 0564360000 under SDO (OP)S/Divn. Maruti, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding wrong billing. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but assured to submit the reply by the next date of hearing. The Forum directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The Forum again directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 06.12.2021

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The Forum was apprised by SDO that reconciliation of the bills raised and the payments made was in process and that it would take some more time to arrive at the final position. Requested for another around 15 days to come out with the final position. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO apprised the Forum that reconciliation of the bills and the payments made was still in process and would take some more time to arrive at the final position and requested for next date. Next date has been fixed as 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

Case No. DH/CGRF-	3775/2021
Date of Institution:	01.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Vodafone Essar Mobile, Building No.-
10 B, 4th Floor DLF Cyber City, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)S/U Divn., DHBVN, Gurugram
SDO (OP) S/D Maruti, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Vodafone Essar Mobile, Building No.-10 B 4th Floor DLF Cyber City, Gurugram has an electricity connection bearing account no. 5894901000 under SDO (OP)S/Divn. Maruti, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding wrong billing due to M.F not updated in the system on change of CT. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but assured to submit the reply by the next date of hearing. The Forum directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The Forum again directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 06.12.2021

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The Forum was apprised by SDO that reconciliation of the bills raised and the payments made was in process and that it would take some more time to arrive at the final position. Requested for another around 15 days to come out with the final position. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO apprised the Forum that reconciliation of the bills and the payments made was still in process and would take some more time to arrive at the final position and requested for next date. Next date has been fixed as 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
(website: www.dhbn.org.in)
(e-mail ID:cgref@dhbn.org.in)

Case No. DH/CGRF-	3776/2021
Date of Institution:	01.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Hutchison Essar Tele, Building No.-10 B, 4th Floor DLF Cyber City, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)S/U Divn., DHBVN,Gurugram
SDO (OP) S/D Maruti, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. of M/S Hutchison Essar Tele, Building No.-10 B 4th Floor DLF Cyber City, Gurugram has an electricity connection bearing account no. 4061560000 under SDO (OP)/Divn. Maruti, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint wrong billing. However, the consumer has not clarified the complaint. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but assured to submit the reply by the next date of hearing. The Forum directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The Forum again directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The Forum was apprised by SDO that reconciliation of the bills raised and the payments made was in process and that it would take some more time to arrive at the final position. Requested for another around 15 days to come out with the final position. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO apprised the Forum that reconciliation of the bills and the payments made was still in process and would take some more time to arrive at the final position and requested for next date. Next date has been fixed as 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

Case No. DH/CGRF-	3777/2021
Date of Institution:	01.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Indus Towers, Building No.-10 B, 4th Floor DLF, Cyber City, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)S/U Divn., DHBVN,Gurugram
SDO (OP) S/D Maruti, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Indus Towers, Building No.-10 B 4th Floor DLF Cyber City, Gurugram has an electricity connection bearing account no. 1509426283 under SDO (OP)S/Divn. Maruti, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding wrong billing. However, the consumer has not clarified the complaint. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but assured to submit the reply by the next date of hearing. The Forum directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 18.11.2021

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The Forum again directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The Forum was apprised by SDO that reconciliation of the bills raised and the payments made was in process and that it would take some more time to arrive at the final position. Requested for another around 15 days to come out with the final position. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO apprised the Forum that reconciliation of the bills and the payments made was still in process and would take some more time to arrive at the final position and requested for next date. Next date has been fixed as 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

Case No. DH/CGRF-	3778/2021
Date of Institution:	01.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Bharti Cellular, Building No.-10 B, 4th Floor DLF, Cyber City, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)S/U Divn., DHBVN,Gurugram
SDO (OP) S/D Maruti, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Bharti Cellular, Building No.-10 B 4th Floor DLF Cyber City, Gurugram has an electricity connection bearing account no. 8942660000 under SDO (OP)S/Divn. Maruti, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding wrong billing. However, the consumer has not clarified the complaint. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but assured to submit the reply by the next date of hearing. The Forum directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The Forum again directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The Forum was apprised by SDO that reconciliation of the bills raised and the payments made was in process and that it would take some more time to arrive at the final position. Requested for another around 15 days to come out with the final position. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO apprised the Forum that reconciliation of the bills and the payments made was still in process and would take some more time to arrive at the final position and requested for next date. Next date has been fixed as 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

Case No. DH/CGRF-	3779/2021
Date of Institution:	01.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Bharti Cellular, Building No.-10 B, 4th Floor DLF Cyber City, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)S/U Divn., DHBVN,Gurugram
SDO (OP) S/D Maruti, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Bharti Cellular, Building No.-10 B 4th Floor DLF Cyber City, Gurugram has an electricity connection bearing account no. 4220650000 under SDO (OP)S/Divn. Maruti, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding wrong billing. However, the consumer has not clarified the complaint. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but assured to submit the reply by the next date of hearing. The Forum directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The Forum again directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The Forum was apprised by SDO that reconciliation of the bills raised and the payments made was in process and that it would take some more time to arrive at the final position. Requested for another around 15 days to come out with the final position. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The complainant as well as the SDO was present. The SDO apprised the Forum that reconciliation of the bills and the payments made was still in process and would take some more time to arrive at the final position and requested for next date. Next date has been fixed as 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
(website: www.dhbn.org.in)
(e-mail ID:cgref@dhbn.org.in)

Case No. DH/CGRF-	3780/2021
Date of Institution:	01.10.2021
Date of Hearing:	28.10.2021, 18.11.2021, 06.12.2021, 22.12.2021

**BEFORE THE
FORUM FOR REDRESSING OF CONSUMR GRIEVANCES**

Present:

Sanjeev Chopra	Chairperson
Pardeep Lohan	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Vodafone Essar Mobile, Building No.-
10 B, 4th Floor, DLF Cyber City, Gurugram regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)S/U Divn., DHBVN,Gurugram
SDO (OP) S/D Maruti, DHBVN, Gurugram

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Vodafone Essar Mobile, Building No.-10 B, 4th Floor DLF Cyber City, Gurugram has an electricity connection bearing account no. 6824901000 under SDO (OP)S/Divn., Maruti, DHBVN Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint regarding wrong billing due to M.F. issue. However, the consumer has not clarified the complaint. 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 28.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 28.10.2021. The complainant as well as the SDO was present. The SDO did not submit any reply but assured to submit the reply by the next date of hearing. The Forum directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 18.11.2021

Proceedings were held on 18.11.2021. The complainant as well as the SDO was present. The Forum again directed both the parties to sit together and come out with facts / reconciliation reached at. The Forum directed the SDO not to disconnect the connection and accept the current bills till final resolution of the case. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The complainant as well as the SDO was present. The Forum was apprised by SDO that reconciliation of the bills raised and the payments made was in process and that it would take some more time to arrive at the final position. Requested for another around 15 days to come out with the final position. Next date has been fixed as 22.12.2021.


Proceedings were held on 22.12.2021. The complainant as well as the

SDO was present. The SDO apprised the Forum that reconciliation of the bills and the payments made was still in process and would take some more time to arrive at the final position and requested for next date. Next date has been fixed as 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p style="text-align: center;">FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p>
	<p style="text-align: center;">HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>

CASE NUMBER	DH / CGRF / 3615 / 2021
DATE OF INSTITUTION	21.06.2021
DATES OF HEARING	08.07.2021, 20.08.2021, 09.09.2021, 24.09.2021, 14.10.2021, 08.11.2021, 26.11.2021, 06.12.2021, 22.12.2021

**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 Sh. Ram Kala Babairwal, 1765/3, Rajiv Nagar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP S/U Divn., DHBVN, Gurugram
SDO/OP S/D Maruti, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Ram Kala Babairwal, 1765/3, Rajiv Nagar Gurugram is consumer of DHBVN bearing account no. 0876460000 under SDO (OP) S/Divn., DHBVN, Maruti, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he wrongly paid the bill in UHBVN which should be got transferred to his account in DHBVN. He approached respondent Nigam but no action was 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 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. The SDO was present but the complainant was not present. The SDO did not submit reply and told that the matter would be looked into after getting details of case from the complainant. The Forum directed the SDO to call the complainant and take further action after getting details of the case and after talking to his counterpart in UHBVN. Next date has been fixed as 10.08.2021.

Proceedings were held on 20.08.2021. The SDO was present but the complainant was not present. The SDO did not submit reply but told that the matter would be looked into after getting details of case from the complainant. The Forum directed the SDO to call the complainant and take further action after getting details of the case and after talking to his counterpart in UHBVN. Next date has been fixed as 09.09.2021.

Proceedings were held on 09.09.2021. The SDO as well as complainant was present. The SDO did not submit any reply but told that he had personally enquired from UHBVN as well as DHBVN Head Quarter but no such The Forum directed the complainant to enquire the matter from Paytm through which he had made the payment and come out with sufficient proof on the next date of hearing. Next date has been fixed as 24.09.2021.

Proceedings were held on 24.09.2021. The SDO as well as complainant was present. The Complainant submitted detail of the payments made and proof as required by the Nigam. Copy of this proof was given to the SDO. SDO told verbally that he had checked up the details from UHBVN counterpart and that the amount had actually got credited there in UHBVN. The Forum directed the SDO to take up the matter with UHBVN and get the amount credited to complainant's account urgently. Next date has been fixed as 14.10.2021.

Proceedings were held on 14.10.2021. The SDO was present but the complainant was not present. The DO informed that his office had been taking up the matter with counterpart in UHBVN and that it would take some more time to resolve the issue. The Forum directed the SDO to take up the matter with UHBVN and get the amount credited to complainant's account urgently. Next date has been fixed as 08.11.2021.

Proceedings were held on 08.11.2021. The SDO was not present but the complainant was present. The SDO informed on phone that his office had been taking up the matter with counterpart in UHBVN and that it would take some more time to resolve the issue. The Forum directed the SDO to take up the matter with UHBVN and get the amount credited to complainant's account urgently. Next date has been fixed as 26.11.2021.

Proceedings were held on 26.11.2021. The SDO as well as the complainant was present. The SDO apprised the Forum that his office had been taking up the matter with counterpart in UHBVN and that it would take some more time to resolve the issue. The Forum directed the SDO to take up the matter with UHBVN and get the amount credited to complainant's account urgently. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The SDO as well as the complainant was present. The SDO apprised that his office had been taking up the matter with counterpart in UHBVN and that it would take some more time to resolve the issue. The Forum directed the SDO to take up the

matter with UHBVN and get the amount credited to complainant's account urgently. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The SDO as well as the complainant was present. The Forum directed the SDO to take up the matter with UHBVN and get the amount credited to complainant's account urgently. Next date has been fixed as 17.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

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

CASE NUMBER	DH / CGRF / 3391 / 2021
DATE OF INSTITUTION	22.01.2021
DATES OF HEARING	09.02.2021, 10.03.2021, 08.04.2021, 08.07.2021, 10.08.2021, 09.09.2021, 24.09.2021, 01.10.2021, 14.10.2021, 08.11.2021, 18.11.2021, 26.11.2021, 06.12.2021, 22.12.2021

**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 Sh. Rakesh Bilera, H.No.1461, Ground Floor,
Maruti Vihar, Gurugram regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN/OP S/U Divn., DHBVN, Gurugram
SDO/OP DLF S/D, DHBVN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Rakesh Bilera, H.No.1461, Ground Floor, Maruti Vihar, Gurugram is consumer of DHBVN bearing account no. 1519640000 under SDO (OP) S/Divn., DHBVN, DLF, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had been receiving wrong bills without reading for long. Also, the bill received during 12/2020 for Rs.564017/- was wrong. He approached respondent SDO for redress of his grievance, but no action has been taken. He requested 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 9.2.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 9.2.2021 at Gurugram. Complainant and representative of respondent SDO were present. Respondent SDO did not submit reply, however, requested for another date to furnish reply. Forum directed respondent SDO to submit detailed reply along with consumption data of one year of old meter and up to date in respect of new meter, Lab. test report and reading retrieved, within fifteen days. No coercive action be taken till decision of case.

Proceedings were held on 10.03.2021. The SDO did not submit any reply and requested for another date to resolve the issue. Forum directed respondent SDO to submit detailed reply along with consumption data of one year of old meter and up to date in respect of new meter, Lab. test report and reading retrieved, within fifteen days. No coercive action be taken till decision of case.

Proceedings were held on 08.04.2021. SDO submitted his reply vide no.5366 dated 08.04.2021 which was not satisfactory, thus Forum viewed seriously the casual approach of the SDO and directed respondent SDO to appear personally on next date and submit detailed reply along with consumption data of three year of old meter and up to date in respect of

new meter, Lab. test report and reading retrieved, within fifteen days. Now to come up on the next date of hearing on 27.04.2021.

Proceedings were held on 08.07.2021. SDO submitted the consumption data of the last three years as directed but copy of the lab report and detail of reading retrieved was not given. The Forum directed respondent SDO to submit Lab. test report and reading retrieved, within fifteen days. Now to come up on the next date of hearing on 10.08.2021

Proceedings were held on 10.08.2021. Complainant was not present but the SDO was present. The Forum directed respondent SDO to submit Lab. test report and reading retrieved, within fifteen days. Now to come up on the next date of hearing on 09.09.2021.

Proceedings were held on 09.09.2021. Complainant as well as the SDO was present. The SDO submitted reply vide memo no. 693 dated 09.09.2021 annexing thereby the Lab. test report and copy of the reading retrieved. Copy of the same was given to the complainant. Now to come up for arguments on the next date of hearing on 24.09.2021.

Proceedings were held on 24.09.2021. Complainant was not present but the SDO was present. The Forum decided to give another date to complainant to put forth his set of arguments. Now to come up for arguments on the next date of hearing on 01.10.2021.

Proceedings were held on 01.10.2021. Complainant as well as SDO was present. The complainant disclosed that his adjacent meter was also in the name of Rakesh which had caused all confusion. The Forum directed the SDO to verify the facts by visiting at site and from the billing records and come up with all details by the next date of hearing. Now to come up for arguments on the next date of hearing on 14.10.2021.

Proceedings were held on 14.10.2021. Complainant was not present but the SDO was present. The SDO apprised that the complainant's claim on the last date of hearing that his adjacent meter was also in the name of Rakesh which had caused all confusion, was got verified and not found

correct. Also, that the verification has also been told to the complainant. The Forum directed the complainant to be present on the next date of hearing to submit his version on the status. Now to come up for hearing on 08.11.2021.

Proceedings were held on 08.11.2021. Complainant was present but the SDO was not present. The SDO requested for next date for submission of complete details of the case. Now to come up for hearing on 18.11.2021.

Proceedings were held on 18.11.2021. Complainant was present but the SDO was not present. The SDO requested for next date for submission of complete details of the case. Now to come up for hearing on 26.11.2021.

Proceedings were held on 26.11.2021. The SDO as well as the complainant were present. The SDO requested for another date for submission of detailed reply. Now to come up for hearing on 06.12.2021.


Proceedings were held on 06.12.2021. The SDO as well as the complainant were present. The SDO requested for another date for submission of detailed reply. Now to come up for hearing on 22.12.2021.

Proceedings were held on 22.12.2021. The SDO as well as the complainant were present. The SDO placed on record the details of the case, the copies of which were given to the complainant. The Forum observed that the papers placed on record needed scrutiny and therefore reserved the orders for 28.12.2021. Now to come up for orders on 28.12.2021.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

SANJEEV CHOPRA
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3658 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	20.08.2021, 16.09.2021, 01.10.2021, 14.10.2021, 25.10.2021, 08.11.2021, 18.11.2021, 26.11.2021, 06.12.2021, 22.12.2021

**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. Jaimini, South City I RWA regarding Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP S/U Divn., DHBVN, Gurugram
SDO/OP S/D, South City, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Jaimini from the South City I RWA, Gurugram is one of the consumers of DHBVN under SDO (OP) S/Divn., DHBVN, South City, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint on behalf of the residents of South City I RWA mentioning in her detailed petition the hardships they have been facing due to non-taking over of the electricity distribution system by DHBVN and non-maintenance of the system by the builder / developer M/S UNITECH. The petition cites the difficulties faced by the residents and the issues which require redressal either by DHBVN or by the developer. She has requested the forum to redress the grievances of a large nos. of residents.

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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The complainant as well as the SDO was present. The SDO did not submit any reply. The Forum observed that the issues raised in the petition of serious directly affecting the electricity supply and restoration specially in case of faults / breakdowns. The Forum also observed that the developer should also be made a party in this case in order to explain his position and the reasons for not maintaining the system. The Forum directed the SDO to send a copy of the petition to the builder / developer M/S Unitech Ltd. and issue them a notice to appear on the next date of hearing along with detailed para wise reply. The SDO also to submit a para wise reply stating the reasons for not taking over the system and the amount of inadequacy against the developer, overall as well as specifically against South City I. Next date has been fixed as 16.09.2021.

Proceedings were held on 16.09.2021. No one appeared on behalf of the developer M/S Unitech. The SDO was asked to issue them a written notice for appearing on behalf of the developer on the next date of

hearing. Next date of hearing is fixed for 01.10.2021.

Proceedings were held on 01.10.2021. No one appeared on behalf of the developer M/S Unitech. The SDO was again asked to issue them a written notice for submitting detailed reply and appearing on behalf of the developer on the next date of hearing so that arguments can start. Next date of hearing is fixed for 14.10.2021.

Proceedings were held on 14.10.2021. All the parties including the counsel for M/S UNITECH were present. The counsel for M/S UNITECH submitted reply to the issues raised in the complaint but the subdivision did not submit any reply. The SDO was again asked to submit detailed reply within next 3 days with copy to complainant and the counsel for M/S Unitech. Next date of hearing is fixed for 25.10.2021.

Proceedings were held on 25.10.2021. All the parties including the counsel for M/S UNITECH were present. The SDO submitted reply vide memo no. 290 dated 25.10.2021 and copies of the same were given to the counsel of UNITECH as well as to the complainant. The Forum directed the complaint to file their rejoinder on the replies from SDO and UNITECH so that arguments can be held on the next date of hearing. Next date of hearing is fixed for 08.11.2021.

Proceedings were held on 08.11.2021. All the parties including the counsel for M/S UNITECH were present. The complaint filed their rejoinder on the replies from SDO and UNITECH the copies of which were given to SDO and the counsel for Unitech Ltd. Next date of hearing is fixed for 18.11.2021.

Proceedings were held on 18.11.2021. All the parties including the counsel for M/S UNITECH were present. The SDO requested for another date for filing of detailed reply. Next date of hearing is fixed for 26.11.2021.

Proceedings could not be held because the SDO requested for an exemption on account of some urgent assignment. Now to come up for

hearing on 06.12.2021.


Proceedings were held on 06.12.2021. All the parties including the counsel for M/S UNITECH were present. The SDO requested for another date for filing of detailed reply. Next date of hearing is fixed for 22.12.2021.

Proceedings were held on 22.12.2021. All the parties including the counsel for M/S UNITECH were present. The SDO requested for another date for filing of detailed reply. Next date of hearing is fixed for 07.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3759 / 2021
DATE OF INSTITUTION	20.09.2021
DATES OF HEARING	01.10.2021, 14.10.2021, 25.10.2021, 08.11.2021, 18.11.2021, 26.11.2021, 06.12.2021, 22.12.2021

**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. IQBAL, Saraswati Vihar, Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP Suburban Divn., DHBVN, Gurugram
SDO/OP DLF, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. IQBAL, Saraswati Vihar, Gurugram is a consumer of DHBVN bearing account no. 6234740000 under DLF subdivision. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that an amount of Rs. 159601/- has been added in his bill of May 2021 without any reason despite the fact that he had paid all his dues up to March 2021. He approached respondent Nigam but no action was taken. She 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 01.10.2021 at Gurugram for hearing of the case.

Proceedings were held on 01.10.2021. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 6315 dated 01.10.2021 stating that after his meter had been replaced with new one, the reading retrieved from his old meter only has been billed. But this was disputed by the complainant. The Forum directed the SDO to submit a detailed reply by the next date citing reasons for such a big difference in the last reading recorded and the retrieved reading. Now to come up for hearing on 14.10.2021.

Proceedings were held on 14.10.2021. The SDO as well as the complainant was present. The SDO did not submit any fresh reply. The Forum again directed the SDO to submit a detailed reply by the next date citing reasons for such a big difference in the last reading recorded and the retrieved reading. Now to come up for hearing on 25.10.2021.

Proceedings were held on 25.10.2021. The SDO as well as the complainant was present. The SDO did not submit any fresh reply but requested for another date for providing details of the case. The Forum again directed the SDO to submit a detailed reply by the next date citing reasons for such a big difference in the last reading recorded and the retrieved reading. Now to come up for hearing on 08.11.2021.

Proceedings were held on 08.11.2021. The SDO was not present but the complainant was present. The SDO did not submit any reply but requested for another date for providing details of the case. The Forum again directed the SDO to submit a detailed reply by the next date citing reasons for such a big difference in the last reading recorded and the retrieved reading. Now to come up for hearing on 18.11.2021.

Proceedings were held on 18.11.2021. The SDO was not present but the complainant was present. The Forum again directed the SDO to submit a detailed reply by the next date citing reasons for such a big difference in the last reading recorded and the retrieved reading. Now to come up for hearing on 26.11.2021.

Proceedings were held on 26.11.2021. The SDO as well as the complainant were present. The SDO requested for another date for submission of details of the case after getting the site verified specially the reason for low power factor. Now to come up for hearing on 06.12.2021.


Proceedings were held on 06.12.2021. The SDO as well as the complainant was present. The SDO submitted a detailed reply whereby it was explained that the difference in the readings in kVAh and kWh had occurred due to poor power factor maintained by the complainant and also that the JE had visited the premises and confirmed that the capacitors were not working due to which the power factor had gone very low. The Forum observed that the data placed on record required a close study and scrutiny and therefore decide to reserve the order for 22.12.2021. Now to come up for order on 22.12.2021.

Proceedings were held on 22.12.2021. The Forum decided to fix 28.12.2021 as the date of order as some more documents were required from the subdivision in that regard. Now to come up for orders on 28.12.2021.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p style="text-align: center;">FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p>
	<p style="text-align: center;">HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>

CASE NUMBER	DH / CGRF / 3638 / 2021
DATE OF INSTITUTION	22.06.2021
DATES OF HEARING	20.08.2021, 16.09.2021, 01.10.2021, 25.10.2021, 08.11.2021, 18.11.2021, 26.11.2021, 06.12.2021, 22.12.2021

**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 Sh. Kamal Kumar Pandey, ESSEL Towers, MG Road,
Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP S/U Divn., DHBVN, Gurugram
SDO/OP S/D DLF, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Kamal Kumar Pandey, ESSEL Towers, MG Road, Gurugram has filed this complaint on behalf of RWA of M/S Essel Towers, MG Road, Gurugram who are consumer of DHBVN under SDO (OP) S/Divn., DHBVN, DLF, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating the following issues:

- i) The ACD deposited so far is not updated and therefore the demand of additional ACD is not justified
- ii) Interest on deposited ACD has not been paid or lesser than eligible interest has been paid
- iii) Penal interest should be paid on the unpaid dues so far

He approached respondent Nigam for correction but no action was 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 20.08.2021 at Gurugram for hearing of the case.

Proceedings were held on 20.08.2021. The SDO as well as the complainant were present. The SDO did not submit reply but assured to get the matter looked into and submit the reply by the next date of hearing. Next date has been fixed as 16.09.2021.

Proceedings were held on 16.09.2021. The SDO as well as the complainant were present. The SDO submitted reply dated 16.09.2021 giving details of the benefits given to the complainant. Copy of the reply was given to the complainant. The Forum decided that a detailed discussion would be held on the next date of hearing. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO as well as the complainant were present. The counsel for complainant apprised that it was a unique case where a particular fact has been admitted before the HERC but the same is being denied here. He cited some examples in this

regard. The counsel submitted that the DHBVN had agreed before HERC that an ACD of Rs. 41,14,070/- had been deposited by the complainant in 2013. Also, that the same ACD had been admitted by the Nigam before CGRF in case no. 2286 of 2018. Also, that an additional ACD of Rs. 69 lacs had been deposited in three instalments in Feb. 2019, March 2019 and April 2019 taking the total ACD amount to more than Rs. 1 crore. But in the last reply submitted by SDO, out of Rs. 69 lacs, the SDO has admitted only Rs. 11 lacs. The Forum directed the SDO to take note of the submissions made by the counsel of the complainant and verify the correctness from his records. The Forum also decided that a detailed discussion would be held on the next date of hearing. Next date has been fixed as 25.10.2021.

Proceedings were held on 25.10.2021. The SDO as well as the complainant were present. The SDO requested for another date for submission of specific replies to the points raised by the complainant during hearing on last date. Next date has been fixed as 08.11.2021.

Proceedings were held on 08.11.2021. The SDO as well as the complainant were present. The SDO requested for another date for submission of specific replies to the points raised by the complainant during hearing on last date. Next date has been fixed as 18.11.2021.

Proceedings were held on 18.11.2021. The SDO as well as the complainant were present. The SDO requested for another date for submission of specific replies to the points raised by the complainant during hearing on last date. Next date has been fixed as 26.11.2021.

Proceedings were held on 26.11.2021. The SDO as well as the complainant were present through video call. The SDO requested for another date for submission of specific replies to the points raised by the complainant during hearing on last date. Next date has been fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The SDO as well as the

complainant were present through video call. The SDO requested for another date for submission of specific replies to the points raised by the complainant during hearing on last date. Next date has been fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The SDO as well as the complainant were present. Lot of arguments took place between the parties. What came out of the discussion is as under:


- i) ACD of Rs. 5 lacs was accepted by the subdivision
- ii) ACD of Rs. 7.5 lacs and Rs. 17 lacs not accepted because it was not reported to have been deposited with the subdivision

The Forum directed the SDO to get the matter checked up from records as to whether the amount charged through sundry was actually ACD or not and also as to how much ACD should have been charged actually. The Forum also directed the SDO to get the undisputed amount deposited from the complainant and place on record the factual details on the next date of hearing. requested for another date for submission of specific replies to the points raised by the complainant during hearing on last date. Next date has been fixed as 25.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p style="text-align: center;">FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p>
	<p style="text-align: center;">HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbn.org.in (e-mail ID: cgrf@dhbn.org.in)</p>

CASE NUMBER	DH / CGRF / 3519 / 2021
DATE OF INSTITUTION	26.03.2021
DATES OF HEARING	23.06.2021, 22.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021, 14.10.2021, 25.10.2021, 18.11.2021, 26.11.2021, 06.12.2021, 22.12.2021

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

Present:

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

In the matter of complaint of Mr. Vijay Singh, 691, Saraswati Vihar, Chakkarpur,
Gurugram regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN/OP Suburban Divn., DHBN, Gurugram.

SDO/OP DLF S/D, DHBN, Gurugram.

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Mr. Vijay Singh, 691, Saraswati Vihar, Chakkarpur, Gurugram is a consumer of DHBVN bearing account no. 6123840000 under SDO (OP) DLF S/D, DHBVN, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that in the lock down period, the bills have been issued to him on average basis but now even after the readings are available, his bills on actual reading basis are not being corrected. He approached the respondent Nigam for rectification 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 23.06.2021 at Gurugram for hearing of the case.

Proceeding was held on dated 23.06.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 5600 dated 23.06.2021 stating that since the removed meter had reading as "Not Visible", the account has been overhauled on the basis of consumption of the corresponding previous year. The complainant was not satisfied. The Forum directed the SDO to place on record the consumption data of the last 4 years and of the new meter up to date along with M&P report. Now to come up for hearing on 22.07.2021.

Proceeding was held on dated 22.07.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted reply vide no. 5822 dated 22.07.2021 stating that there was a difference of 542 units between what CBO calculated and what his office calculated. The Forum directed the SDO to place on record the detail of difference of 542 units by the next date of hearing. Now to come up for hearing on 10.08.2021.

Proceeding was held on dated 10.08.2021 at Gurugram.

Complainant and representative of respondent SDO were present. The SDO had submitted reply vide no. 5822 dated 22.07.2021 stating that there was a difference of 542 units between what CBO calculated and what his office calculated. The Forum had directed the SDO to place on record the detail of difference of 542 units by the next date of hearing. SDO requested for another date for making further submissions. Now to come up for hearing on 24.08.2021.

Proceeding was held on dated 26.08.2021 at Gurugram. Complainant and representative of respondent SDO were present. The Forum again directed the SDO to place on record the detail of difference of 542 units by the next date of hearing. SDO requested for another date for making further submissions. Now to come up for hearing on 16.09.2021.

Proceeding was held on dated 16.09.2021 at Gurugram. Complainant and representative of respondent SDO were present. The Forum again directed the SDO to check up from records and from the snap shots of the removed meter as placed on record by the complainant and verify as to whether the meter had been removed on OK basis or on defective status. SDO requested for another date for making further submissions. Now to come up for hearing on 01.10.2021.

Proceeding was held on dated 01.10.2021 at Gurugram. Complainant and representative of respondent SDO were present. The complainant again placed on record the snapshot of the removed meter which clearly shows the last reading at the time of its removal. The SDO said that he would have to get it verified from L&T and another date should be given. Now to come up for hearing on 14.10.2021.

Proceeding was held on dated 14.10.2021 at Gurugram. Complainant and representative of respondent SDO were present. The complainant again placed on record the snapshot of the removed meter which clearly shows the last reading at the time of its removal. The SDO apprised that he had yet to get it verified from L&T and another date

should be given. Now to come up for hearing on 25.10.2021.

Proceeding was held on dated 25.10.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO was directed to get it verified from L&T and he requested that another date should be given. Now to come up for hearing on 18.11.2021.

Proceeding was held on dated 18.11.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO was again directed to get it verified from L&T and he requested that another date should be given. Now to come up for hearing on 26.11.2021.

Proceeding was held on dated 26.11.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted that he was trying to get it verified from L&T and requested for another date. Now to come up for hearing on 06.12.2021.


Proceeding was held on dated 06.12.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted that he was still trying to get it verified from L&T and requested for another date. Now to come up for hearing on 22.12.2021.

Proceeding was held on dated 22.12.2021 at Gurugram. Complainant and representative of respondent SDO were present. The SDO submitted that he was still trying to get it verified from L&T and requested for another date. Now to come up for orders on 22.12.2021.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3583 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	08.07.2021, 10.08.2021, 26.08.2021, 16.09.2021, 01.10.2021, 25.10.2021, 18.11.2021, 26.11.2021, 06.12.2021, 22.12.2021

**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 Sh. Raj Kumar, JMD Garden, Sector 33, Gurugram
regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / OP SOHNA, Division, DHBVN, Gurugram
SDO/OP S/D Sohna Road, DHBVN, Gurugram

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Raj Kumar, JMD Garden, Sector 33, Gurugram is consumer of DHBVN bearing account no. 3197821000 under SDO (OP) S/Divn., DHBVN, Sohna Road, Gurugram. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that rebate of 4% in tariff has not been allowed since date of connection, ACD as deposited not updated accurately and interest thereon also not given and slab benefit has also not been given. He approached respondent Nigam but no action was 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 08.07.2021 at Gurugram for hearing of the case.

Proceedings were held on 08.07.2021. The SDO as well as the complainant were present. The SDO did not submit reply and requested for another date to come up with detailed submission. The Forum directed the SDO to submit his reply within next `5 days along with copy to the complainant so that the case can be discussed at length during next hearing. Next date has been fixed as 10.08.2021.

Proceedings were held on 10.08.2021. The SDO as well as the complainant were present. The SDO submitted reply vide memo no. 593 dated 09.08.2021 a copy of which was handed over to the complainant. The Forum directed the SDO to trace out complete record and the case file to further place on record the facts of the case. Also, the complainant was directed to submit proof of bills distributed among the residents way back in 2013 so that detailed arguments can be held in the case. Next date has been fixed as 24.08.2021.

Proceedings were held on 26.08.2021. The SDO as well as the complainant were present. The SDO did not submit any fresh reply. The Forum directed the SDO to trace out complete record and the case file to further place on record the facts of the case. Also, the complainant was directed to submit proof of bills distributed among the residents way back

in 2013 so that detailed arguments can be held in the case. Next date has been fixed as 16.09.2021.

Proceedings were held on 16.09.2021. The SDO as well as the complainant were present. The complainant placed on record the details of billing a copy of which was given to the SDO. Both the parties were asked to go through the records and come prepared for arguments on the next date of hearing. Next date has been fixed as 01.10.2021.

Proceedings were held on 01.10.2021. The SDO as well as the complainant were present. The complainant placed on record the detail of billing a copy of which was given to the SDO. The SDO said that the issues raised by complainant were in his knowledge but he would need some more time to find out the record in that context specially because the connection used to be in Badshahpur subdivision and the complete record from there had not been transferred to the new subdivision. Both the parties were asked to go through the records and come prepared for arguments on the next date of hearing. Next date has been fixed as 25.10.2021.

Proceedings were held on 25.10.2021. The SDO apprised on phone that he and his team were not available for hearing due to some urgent assignment given to them and requested for another date. The complainant was accordingly informed. The Forum directed SDO to take note of the issues raised by the complainant in his complaint and come up specifically on those issues in the reply. The Forum observed that the specific issues raised by the complainant to which the subdivision should reply are as under:

- i) 4% rebate on the consumption
- ii) Slab benefit
- iii) Interest on ACD

Next date of hearing is fixed on 18.11.2021.

Proceedings were held on 18.11.2021. The SDO requested for another date. The Forum directed SDO to take note of the issues raised by the complainant in his complaint and come up specifically on those issues in the reply. Next date of hearing is fixed as 26.11.2021.

Proceedings were held on 26.11.2021. The SDO requested for another date. The Forum directed SDO to take note of the issues raised by the complainant in his complaint and come up specifically on those issues in the reply. Next date of hearing is fixed as 06.12.2021.

Proceedings were held on 06.12.2021. The SDO requested for another date. The Forum again directed SDO to take note of the issues raised by the complainant in his complaint and come up specifically on those issues in the reply. Next date of hearing is fixed as 22.12.2021.

Proceedings were held on 22.12.2021. The SDO again requested for another date. The Forum directed SDO to take the issues seriously and submit a comprehensive reply by the next date of hearing. Next date of hearing is fixed as 07.01.2022.

(RAJ KUMAR)
Member Technical

(PARDEEP LOHAN)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

