



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
Telephone No. 0124-2971798
website: www.dhbvn.org.in (e-mail ID:cgrf@dhbvn.org.in)

CASE NUMBER	DH / CGRF / 3561/ 2021
DATE OF INSTITUTION	27.04.2021
DATES OF HEARING	07.05.2021, 04.06.2021, 06.07.2021, 05.08.2021, 07.09.2021, 06.10.2021, 10.11.2021, 16.05.2022, 13.06.2022, 13.07.2022,10.08.2022, 12.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Jasvinder Singh Anand, 20 M.C.Colony, Hisar Distt. Hisar regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP Divn. No. I, DHBVN, Hisar
SDO/OP Civil Line, S/Divn., DHBVN, Hisar

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Respondent SDO

INTERIM ORDER

Sh. Jasvinder Singh Anand, 20 M.C. Colony, Hisar Distt. Hisar has an electricity connection bearing account no. 5687620000 under SDO (OP)Civil Line S/Divn. DHBVN, Hisar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he received bill for the month of Feb.2021 amounting to Rs. 100160/- showing sundry charges of Rs.95172/-though he had been paying his bills regularly. He lodged his complaint with respondent SDO and also met her personally. He deposited Rs. 50000/- as per her advice. But on dated 10.04.2021 his meter was stolen and on lodging the FIR, the same was re-installed and supply was restored. This was a sort of mental Harassment by the office of respondent officer. He approached many times in the office of respondent's office but no action has been taken so far. As such, 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 07.05.2021 at Hisar for hearing of the case.

Proceedings were held at Hisar on 07.05.2021. Complainant and respondent SDO were present through VC. Respondent SDO submitted her reply vide no. Spl-1 dated 06.05.2021 stating that on 25.04.2018, bill was delivered to the complainant with FR 99190. In the next billing cycle, the meter had completed its round and bills were being generated on average basis since then up to 25.06.2020. On 25.06.2020, meter of the complainant was changed and CBO office issued the bill based on the reading as per MCO and Lab Challan. However, on checking, an amount of Rs. 4056/- becomes refundable. Case has been sent to CBO for rectification. It is also added that complainant has cleared his outstanding dues on 26.04.2021. Complainant was not satisfied, he argued that during the period 25.04.2018 to 25.06.2020 his premises had remained almost closed and he had consumed only 935 units. His meter replaced on 25.06.2020 also showed Final reading as 124.79 units, but Nigam has shown it as 124790 units and charged Rs.95172/-. Screen Shot of Meter as produced by the respondent SDO was also showing FR 124.79 unit. Forum directed respondent SDO to get the expert advice on the issue of FR whether it was 124.79 or 124790 unit, from Xen M&P, DHBVN, Hisar within fifteen days & submit to the Forum

along with Lab test Report/SurveyData,Copy of MCO,CA-21/22 with detailed reasons of not taking actual reading/issuing bills on average basis for the period of around two years and thereafter disconnection/restoration of electricity on 10.04.2021.

Proceedings were held at Hisar on 04.06.2021. Both complainant and respondent SDO were present through VC. Respondent SDO submitted her reply vide no. 1051 dated 04.06.2021 stating that matter has already been taken with Xen M&P,DHBVN, Hisar and report awaited as yet. Further regarding detailed reasons of not taking actual reading/issuing bills on average basis for the period of around two years and thereafter disconnection/restoration of electricity on 10.04.2021, investigation was in process. As such requested for another date. Request allowed. Now to come on next date of hearing on 06.07.2021 with detailed reply.

Proceedings were held at Hisar on.06.07.2021. Both complainant and respondent SDO were present. Respondent SDO submitted her reply vide no. 7297dated 06.07.2021 stating that matter has already been taken with Xen M&P, DHBVN, Hisar and report awaited as yet. Further regarding detailed reasons of not taking actual reading/issuing bills on average basis for the period of around two years and thereafter disconnection/restoration of electricity on 10.04.2021, investigation was in process. As such requested for another date. Request allowed.

Proceedings were held at Hisar on.05.08.2021. Both complainant and respondent SDO were present. Respondent SDO did not submit his reply however he informed that matter has already been taken with Xen M&P, DHBVN, Hisar and report awaited as yet. As per telephonic talk the XEN/M&P DHBVN Hisar he informed that he would reply within a week's time. Forum directed SDO to furnish his reply along with investigation report and XEN/M&P opinion well before next date of hearing.

Proceedings were held at Hisar on.07.09.2021. Both complainant and respondent SDO were present. Respondent SDO did not submit his reply however he informed that matter has already been taken with Xen M&P, DHBVN, Hisar and report awaited as yet. As per telephonic talk with XEN/M&P DHBVN Hisar he informed that he would reply within a week's time & it would be great help to conclude, if respondent SDO can provide sample meter of same make as installed

at the complainant's premises. Forum directed SDO to search the meter of same make and provided to Xen M&P within weeks time and furnish his reply along with investigation report and XEN/M&P opinion well before next date of hearing. Now to come on next date of hearing on 06.10.2021.

Proceedings were held at Hisar on 06.10.2021. Both complainant and respondent SDO were present. The Forum observed that the status has not changed and the subdivision was not paying any attention towards the direction given by the Forum from time to time. The Forum directed SDO to place on record the facts of the case and it was a last opportunity to defend DHBVN. Now to come on next date of hearing on 10.11.2021.

Proceedings were held at Hisar on 10.11.2021. Both complainant and respondent SDO were present. The SDO assured to submit reply by the next date of hearing. The Forum directed both the parties for detailed arguments on the next date of hearing. Now to come on next date of hearing on 10.12.2021.

Proceedings were held on 16.05.2022 at Hisar. The Forum directed SDO to come prepared for all the queries of the complainant and the directions given by the Forum in the past. XEN M&P report should also be placed on record w.r.t. the actual final reading in the meter. The Forum directed both the parties to be present for detailed arguments and conclusion in the matter. Now to come up for hearing on 13.06.2022.

Proceedings were held on 13.06.2022 at Hisar. The complainant was present but the SDO was not present. The Forum after hearing the submissions of the complainant viewed very seriously the casual attitude on the part of SDO and the subdivision staff. The Forum directed SDO to submit a comprehensive reply starting from the date when the dispute arose summarizing the progress of the dispute and the latest status. The Forum observed that if the SDO does not appear in person on the next date, an ex-parte decision would be taken on the matter. Now to come up for hearing on 13.07.2022.

Proceedings were held on 13.07.2022 at Hisar. The complainant was present but the SDO was not present. The Forum viewed very seriously the casual attitude on the part of SDO and the subdivision staff. The Forum directed SDO to submit a comprehensive reply starting from the date when the dispute arose summarizing the progress of the dispute and the latest status. The Forum

observed that if the SDO does not appear in person on the next date, an ex-parte decision would be taken on the matter.

Proceeding was held on 10.08.2022 at Hisar. The complainant was present but the SDO was not present for the third time. The Forum has viewed seriously the absence of the SDO and disobedience of the orders. Further, the Forum allowed final opportunity to SDO, to appear in person without fail alongwith detailed reply in the next hearing. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. The complainant was not present but the SDO was present. The SDO submitted that correctness of bill has been explained to complainant and that he has already deposited the bill. But the Forum observed that the complainant has been pursuing his matter for quite a long time and therefore it would be appropriate if he appears in person on the next date of hearing to confirm that his grievance has been redressed. The Forum advised the complainant to be present on the next date of hearing. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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CASE NUMBER	DH / CGRF / 3832 / 2021
DATE OF INSTITUTION	26.10.2021
DATES OF HEARING	10.11.2021, 16.05.2022, 13.06.2022, 13.07.2022,10.08.2022, 12.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S Shiv Bholey Roller Floor Mills, Dabra Road, Hisar regarding non-refund of Security and interest on it

..... Complainant / Petitioner

Vs.

XEN /OPDivn. No. 1 DHBVN, Hisar
SDO/OP Sub Divn Civil Lines, DHBVN, Hisar

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO

INTERIM ORDER

M/s Shiv Bholey Roller Flour Mills, Dabra Road, Hisar had an electricity connection LS-92 which he had got disconnected in July 2020. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he had got his LS category connection disconnected in July 2020 but despite his constant persuasion with the subdivision, his security amount has not been refunded. As such, 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 10.11.2021 at Hisar for hearing of the case.

Proceedings were held at Hisar on 10.11.2021. Complainant as well as the respondent SDO was present. The SDO did not submit any reply but requested for another date. The Forum directed the SDO to put up final position by the next date of hearing and also the refund details, if any. Now to come up for hearing on 10.12.2021.

Proceedings were held at 16.05.2022. The Forum directed both the parties for appearing in person on the next date for detailed arguments and closure of the case. Now to come up for hearing on 13.06.2022.

Proceedings were held at 13.06.2022. The complainant was present but the SDO was not present. The complainant informed that the reason cited by subdivision for non-refund of ACD amount is that the subdivision has no records of ACD deposited by them and instead are asking the complainant to produce receipts of such deposits. The complainant said that since the ACD had been deposited long back, they are not able to find out such receipts. But DHBVN in its bills has been showing the total ACD deposited. Also, that the Nigam has been paying interest on ACD regularly year after year. But now at the time of refund, the subdivision is asking for copies of receipts. The Forum seriously viewed absence of the SDO and directed him to appear in person and submit detailed reply in next 15 days with a copy to the complainant so that detailed arguments can be held on the next date of hearing. Now to come up for hearing on 13.07.2022.

Proceedings were held at 13.07.2022. The complainant as well as the SDO was present. The complainant again submitted that the subdivision has been asking them to produce receipts of such deposits against ACD. The complainant said DHBVN in its bills has been showing the total ACD deposited. Also, that the Nigam has been paying interest on ACD regularly year after year. But now at the time of refund, the subdivision is asking for copies of receipts. The Forum directed the SDO to submit detailed reply in

next 15 days with a copy to the complainant so that detailed arguments can be held on the next date of hearing.

Proceeding was held on 10.08.2022 at Hisar. The complainant was present but the SDO was not present. The complainant informed that the subdivision does not have any reason for non-refund of ACD amount therefore the SDO is not attending the CGRF hearing today. The Forum has viewed seriously the absence of the SDO and directed him to appear in person without fail alongwith detailed reply in the next date. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. The complainant as well as SDO was present. The complainant again submitted that he was not able to trace the old receipts but because the Nigam has been paying interest on ACD, there was no reason for them to refuse the updation of ACD in the records. The Forum directed SDO to verify from accounts wings the claim of complainant that Nigam has been paying interest on ACD which now the Nigam says is not in the records. The Forum also made it clear that some proof, from either side, has to come on record for conclusion of the case. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF-	3833 / 2021
Date of Institution:	26.10.2021
Date of Hearing:	10.11.2021, 16.05.2022, 13.06.2022, 13.07.2022, 10.08.2022, 12.09.2022

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

Present:

Sanjeev Kumar Chopra	Chairperson
Sushila Kumari	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of Sh. Bal Raj Singh, VPO Kulana, Hansi regarding non granting of subsidy amount in the bill

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Bal Raj Singh, VPO Kulana, Hansi has an electricity connection bearing account no. KL1D – 0335 – A under SDO (OP) S/U S/Divn. DHBVN Hansi, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that the bill he received on 28.08.2021 was exorbitant and without any basis 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 10.11.2021 at Hisar for hearing of the case.

Proceedings were held on 10.11.2021 at Hisar. Neither SDO nor his representative attended on 10.11.2021. The forum directed SE to issue displeasure letter to the SDO concerned for non-attending the Forum & direct him to attend & submit final reply on the next date: 10.12.2021.

Proceedings were held at 16.05.2022. The Forum viewed seriously that SDO has not submitted any reply so far despite the fact that SE Operation Hisar had been asked to direct his officer to submit reply. The Forum directed SDO to submit detailed reply of the case and asked both the parties for appearing in person on the next date for detailed arguments and closure of the case. Now to come up for hearing on 13.06.2022.

Proceedings were held at 13.06.2022. The complainant as well as SDO were present. The complainant argued that despite everything so clearly stated in the complaint and thereafter, the subdivision is not resolving the issue. The subdivision argued that the reading of around 98000 recorded in LL-1 has only been billed from the complainant. The complainant argued that reading of more than 98000 was not at all possible given only a load of around 1.5 kW. The Forum directed SDO to submit detailed reply including the date of connection, since how long the meter checked was installed at site and the consumption data of the complainant's meter before and after the dispute. Now to come up for hearing on 13.07.2022.

Proceedings were held at 13.07.2022. The complainant as well as SDO were present. The subdivision argued that the reading of around 98000 recorded in LL-1 has only been billed from the complainant. The complainant again argued that reading of more than 98000 was not at all possible given only a load of

around 1.5 kW. The Forum again directed SDO to submit detailed reply including the date of connection, since how long the meter checked was installed at site and the consumption data of the complainant's meter before and after the dispute. Now to come up for hearing on 10.08.2022.

Proceeding was held on 10.08.2022. The complainant as well as SDO were present. The subdivision argued that 98004 reading was recorded on LL-1 with the sanctioned load of 3 KW and 97684 reading was taken in the m/o 9/2021 by the meter reader and accordingly the consumer has been billed. The complainant again argued that reading of more than 98000 was not at all possible, with the sanctioned load given 1.5 kW. The Forum directed the SDO to submit the copy of photo of the meter of reading 97684 units, mentioned in the reply to be attached but not found attached and also the data of the consumption prior to 5/2018 if available may also supplied with the latest reading of 9/2022. Further the case file of the consumer be traced out and submit the detailed reply with the date of connection, meter installation date/date of replacement of meter to resolve the dispute. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022. The complainant as well as SDO were present. The subdivision submitted copy of photo of the meter of reading 97684 units and also the data of the consumption prior to 5/2018. Further the case file relevant details have also been submitted which require a close scrutiny before reaching at a conclusion. Now to come up for orders on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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Telephone No. 0124-2971798
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Case No. DH/CGRF-	3945/2022
Date of Institution:	03.01.2022
Date of Hearing:	09.02.2022, 16.05.2022, 13.06.2022, 13.07.2022, 10.08.2022, 12.09.2022

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

Present:

Er. Sanjeev Chopra	Chairperson
Sushila Kumari	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of Sh. Rajesh Kumar, Damkora Road, Tohana regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Rajesh Kumar, Damkora Road, Tohana has an electricity connection bearing account no. 2002122222 under SDO (OP) City S/Divn. Tohana hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has a LT industrial connection of below 20 KW load. His unit falls in C block and as per Haryana Govt. policy he is eligible for the power subsidy of Rs. 2/ per unit since 01/11/2018. He has visited the Sub Divn. office for allowing subsidy. But till date he has not been given subsidy in his energy bills. 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 09.02.2022 at Hisar for hearing of the case.

Proceedings were held on 16.05.2022 at Hisar. The SDO neither attended the hearing nor has submitted any reply. The complainant was present and objected to the continuous absence of subdivision. The Forum took a very serious view of the absence of subdivision and asked the SE Operation to direct SDO to be present in person on the next date of hearing. Now to come up for hearing on 13.06.2022.

Proceedings were held on 13.06.2022 at Hisar. The SDO neither attended the hearing nor has submitted any reply. The complainant was present and objected to the continuous absence of subdivision. The Forum took a very serious view of the absence of subdivision and asked the SE Operation to direct SDO to be present in person on the next date of hearing. Now to come up for hearing on 13.07.2022.

Proceedings were held on 13.07.2022 at Hisar. The SDO as well as the complainant was present. The SDO had submitted reply vide memo no. 3409 dated 04.02.2022 stating that billing of the consumer from 2015 to 2021 was by

mistake done on kWh basis and that the subsidy was indeed not given. But now, the billing has started on kVAh basis and that an amount of Rs. 40777/- have been charged. At the same time, Rs. 53407/- have been credited to complainant's account against subsidy. The copy of reply was given to the complainant. The complainant submitted that he would need some time to see the calculations and requested for next date.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the absence and the casual attitude of Sub Divisional Officer and asked the SE Operation to direct the SDO to be present in person on the next date of hearing. Now to come up for hearing on 12.09.2022.

Proceedings were held on 12.09.2022 at Hisar. The SDO as well as the complainant was present. The Forum observed that since billing on kVAh was not done by mistake, it does not mean that the bills cannot be corrected at this stage. The Forum observed that complainant has to pay the difference in billing due to kWh and kVAh. But at the same time, subsidy of Rs.2/-, if not given, should be given to the complainant because it has to be given as per government policy. The SDO submitted details of both the calculations a copy of which was given to the complainant. The complainant requested for another date to go through these details and respond accordingly. Next date of hearing is fixed on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
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Case No. DH/CGRF-	3949/2022
Date of Institution:	03.01.2022
Date of Hearing:	09.02.2022, 16.05.2022, 13.06.2022, 13.07.2022, 10.08.2022, 12.09.2022

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

Present:

Sanjeev Kumar Chopra	Chairperson
Sushila Kumari	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of M/S Suresh Pipe Pvt. Ltd., VPO Chodhariwas regarding wrong billing.

.....Complainant/Petitioner

V/s

XEN (OP)Divn.no.II,DHBVN,Hisar
SDO (OP) S/D,DHBVN, Azad Nagar, Hisar

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

M/S Suresh Pipe Pvt. Ptd., VPO Chaudhariwas has an electricity connection bearing account no. CWHT001 under SDO (OP)S/Divn. Satrod hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that in Chaudhariwas village they have a factory for which they have drawn group independent feeder and whose feeder meter is installed on the substation end. But the department is levying line losses in his account and the sub Divn. is charging excess amount in the bill due to manual 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 09.02.2022 at Hisar for hearing of the case.

Proceedings were held on 16.05.2022 at Hisar. The SDO neither attended the hearing nor has submitted any reply. The complainant was present and objected to the continuous absence of subdivision. The Forum took a very serious view of the absence of subdivision and asked the SE Operation to direct SDO to be present in person on the next date of hearing. Now to come up for hearing on 13.06.2022.

Proceedings were held on 13.06.2022 at Hisar. The SDO as well as complainant were present. The complainant submitted that he along with five other consumers were connected on an independent feeder and were being billed through substation end meter. But at the time of billing, the reading taken at substation end was in kVAh whereas the reading taken at consumer end meter was in kWh. This resulted in levying of more charges as line losses to all of them and especially to those who were not maintaining the power factor. The other five nos. consumers were M/S Vanguard Steel Pvt. Ltd., M/S Meghraj International, M/S Parasnath Polychem, M/S Sri Krishna Gwargum and M/S Steel

Structure. The Forum advised that if they could put up complete facts of the case along with billing details, arguments could be held on the next date of hearing. The Forum also directed SDO to file a comprehensive reply by the next date of hearing. Now to come up for hearing on 13.07.2022.

Proceedings were held on 13.07.2022 at Hisar. The SDO as well as complainant were present. The SDO Azad Nagar subdivision submitted that the case has been transferred to him only recently from Satrod subdivision and that he would be able to submit complete reply by the next date of hearing. The Forum observed that because the whole issue revolved around calculation of losses and would require a proper audit of the calculations, the subdivision should get the complete accounts duly audited from the audit wing and submit detailed reply by the next date of hearing.

Proceeding was held on 10.08.2022 at Hisar. The SDO as well as complainant were present. The SDO submitted that the complainant has been charged for the units (i.e. difference of reading of S/Stn feeder meter and the meter reading at consumer end) being independent feeder. The complainant argued that there was major difference in the readings. Forum directed the complainant and the SDO for verification from the record and reconciliation of the readings and submit detailed reply in the next hearing. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. The SDO was not present but the complainant was present. The Forum again directed both the parties for verification from the record and reconciliation of the readings and submit detailed reply in the next hearing. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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Case No. DH/CGRF-	3946/2022
Date of Institution:	03.01.2022
Date of Hearing:	09.02.2022, 16.05.2022, 13.06.2022, 13.07.2022, 10.08.2022, 12.09.2022

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

Present:

Sanjeev Chopra	Chairperson
Sushila Kumari	Member Accounts
Raj Kumar	Member Technical

In the matter of complaint of Sh. Rajesh Kumar, Damkora Road, Tohana regarding wrong billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Rajesh Kumar, Damkora Road, Tohana has an electricity connection bearing account no. 1364300000 under SDO (OP) City S/Divn. Tohana hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has a LT industrial connection of below 20 KW load. His unit falls in C block and as per Haryana Govt. policy. He is eligible for the power subsidy of Rs. 2/- per unit since 01/11/2018. He has visited the Sub Divn. office for allowing subsidy. But till date he has not been allowed to get subsidy in his energy bills. 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 09.02.2022 at Hisar for hearing of the case.

Proceedings were held on 16.05.2022 at Hisar. The SDO neither attended the hearing nor has submitted any reply. The complainant was present and objected to the continuous absence of subdivision. The Forum took a very serious view of the absence of subdivision and asked the SE Operation to direct SDO to be present in person on the next date of hearing. Now to come up for hearing on 13.06.2022.

Proceedings were held on 13.06.2022 at Hisar. The SDO neither attended the hearing nor has submitted any reply. The complainant was present and objected to the continuous absence of subdivision. The Forum took a very serious view of the absence of subdivision and asked the SE Operation to direct SDO to be present in person on the next date of hearing. Now to come up for hearing on 13.07.2022.

Proceedings were held on 13.07.2022 at Hisar. The SDO as well as the complainant was present. The SDO vide his reply memo no. 818 dated

27.06.2022 stated that billing of the consumer from 2015 to 2021 was by mistake done on kWh basis and that the subsidy was indeed not given. But now, the billing has started on kVAh basis and that an amount of Rs. 96549/- have been charged. At the same time, Rs. 81376/- have been credited to complainant's account against subsidy. The copy of reply was given to the complainant. The complainant submitted that he would need some time to see the calculations and requested for next date.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the absence and casual attitude of Sub Divisional Officer and asked the SE Operation to direct the SDO to be present in person on the next date of hearing. Now to come up for hearing on 12.09.2022.

Proceedings were held on 12.09.2022 at Hisar. The SDO as well as the complainant was present. The Forum observed that since billing on kVAh was not done by mistake, it does not mean that the bills cannot be corrected at this stage. The Forum observed that complainant has to pay the difference in billing due to kWh and kVAh. But at the same time, subsidy of Rs.2/-, if not given, should be given to the complainant because it has to be given as per government policy. The SDO submitted details of both the calculations a copy of which was given to the complainant. The complainant requested for another date to go through these details and respond accordingly. Next date of hearing is fixed on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER DH/CGRF	4182/2022
DATE OF INSTITUTION	02.05.2022
DATES OF HEARING	16.05.2022, 13.06.2022, 13.07.2022, 10.08.2022, 12.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Ratan Lal, Rajli Feeder, Barwala regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn. II,DHBVN, Hisar
 SDO/OP, S/Divn., DHBVN, Barwala

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Ratan Lal, Rajli Feeder, Barwala is consumer of DHBVN bearing account no. 8100000000 under SDO (OP) S/Divn., DHBVN, Barwala. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for extension load in the month of 09/2021 and received a message from department on 18/09/2021. They started running the factory on the extended load on 20/10/2021, but the department has charged penalty of Rs. 105881/- for exceeding of load. He has requested to remove the penalty amount charged in the next bill and refund of other charges so far with interest as per the Nigam's instructions. 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 16.05.2022 at Hisar for hearing of the case.

Proceedings were held on 16.05.2022 at Hisar. Complainant as well as the SDO were present. The Forum directed to submit detailed reply on the issues raised by the complainant by the next date of hearing. Now to come up for hearing on 13.06.2022.

Proceedings were held on 13.06.2022 at Hisar. Complainant as well as the SDO were present. The Forum directed SDO to submit detailed reply on the issues raised by the complainant by the next date of hearing. Now to come up for hearing on 13.07.2022.

Proceedings were held on 13.07.2022 at Hisar. Complainant as well as the SDO were present. The SDO submitted that the issue of MDI penalty has already been resolved but the issue of M Tax is still pending. The complainant also agreed that there was no issue regarding MDI penalty but the issue of M Tax refund was still pending and requested for another date. Now to come up for hearing on 10.08.2022.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the

complainant was present. The Forum took a very serious view of the absence and casual attitude of Sub Divisional Officer or his representative and asked the SE Operation to direct the SDO to be present in person on the next date of hearing. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. SDO as well as the complainant was present. The SDO informed that issue of M Tax was pending because the complainant had not submitted a certificate in that regard from the municipal authorities. The Forum directed complainant to provide the certificate of his premises falling outside the municipal limits so that further action can be taken by the SDO. The complainant promised to obtain the certificate and to submit before the next date of hearing. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

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

CASE NUMBER DH/CGRF	4227/2022
DATE OF INSTITUTION	06.06.2022
DATES OF HEARING	13.06.2022, 13.07.2022, 10.08.2022, 12.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S Tower Vision India Pvt. Ltd., Kullan (Inda Chhoi), Fatehabad regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn., DHBVN, Tohana
SDO/OP, S/U S/Divn., DHBVN, Tohana

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

M/S Tower Vision India Pvt. Ltd., Kullan (Inda Chhoi), Fatehabad is consumer of DHBVN bearing account no. H52-TD90-0030 under SDO (OP) S/U S/Divn., DHBVN, Tohana. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they had a permanent NDS connection and was being billed till 04/2021 based on actual meter reading MF of 1.000 instead of 0.4. The audit of the Nigam raised a Half Margin no. 50,51/09 on dated 27/07/2020 for Rs. 6659450/-. The observation of the audit was that the meter reading of the connection is 682258. In fact the reading was not of account no. H51TD90-0030. The reading was actually of serial no. 11546114 which was installed on account no. IDHT0003 of M/S Haryana Rice Mill, Kullan. The Half Margin was accepted by the defendant SDO without the verification of the facts and debited Rs. 7336393/- in 05/2021 with surcharge. The amount has been debited without following the HERC Regulations 29/2014. That they have represented several times before the defendant and higher authority to withdraw the wrong debit. Despite lot of pursuance, there has been no result and the amount with surcharge is now Rs. 9410040/- in 05/2022 and that they are not being allowed to pay the correct current bill charges as per the actual reading/consumptions. They have requested the Forum to redress their complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 13.06.2022 at Bhiwani for hearing of the case.

Proceedings were held on 13.06.2022 at Hisar. The complainant as

well as SDO were present on video call. The complainant argued that despite the subdivision having realized their mistake has not made any efforts to correct the wrong debit. The SDO on his part accepted on phone that the mistake had indeed been there and that the subdivision has sent the case to higher authorities for withdrawal of the wrong amount so charged. But because there was no decision in that regard, the amount is increasing day by day due to surcharge. The Forum viewed it very seriously that it is almost 2 years now that the audit wing had put wrong amount in the complainant's account and no one at the subdivision or the head office level has corrected the mistake. It is not only a big harassment to the complainant but also an unnecessary defaulting amount outstanding against the complainant. The Forum directed the SDO to submit detailed reply and the latest status of the case within a week with a copy to the complainant so that the matter can be concluded on the next date. The Forum also directed SDO that connection of complainant should not be disconnected on this account till further orders of the Forum and that the current bills other than the disputed amount should be got deposited from the complainant. Now to come up for hearing on 13.07.2022.

Proceedings were held on 13.07.2022 at Hisar. The complainant was present on video call but the SDO was not present. The complainant again argued that despite the subdivision having realized their mistake has not made any efforts to correct the wrong debit. The Forum viewed it very seriously that it is more than 2 years now that the audit wing had put wrong amount in the complainant's account and no one at the subdivision or the head office level has corrected the mistake. It is not only a big

harassment to the complainant but also an unnecessary defaulting amount outstanding against the complainant. The Forum also viewed seriously the absence of SDO or any of his representative despite clear message in that regard. The Forum directed SDO to file a detailed reply and also that connection of complainant should not be disconnected on this account till further orders of the Forum and that the current bills other than the disputed amount should be got deposited from the complainant.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the absence and very casual attitude of Sub Divisional Officer and asked the SE Operation to direct the SDO to be present in person on the next date of hearing. The Forum directed SDO to file a detailed reply and also that connection of complainant should not be disconnected on this account till further orders of the Forum and that the current bills other than the disputed amount should be got deposited from the complainant. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. The CA of subdivision was present in person but the complainant was present on video call. The Forum took a very serious view of the absence of SDO himself and also that CA appearing on behalf of subdivision was not able to answer any of the questions asked. The Forum observed that subdivision was deliberately trying to hide material facts and also that despite clear directions in that regard, the subdivision disconnected supply without bringing facts on record. The Forum also observed that the whole matter needed a detailed investigation, especially to find out from whom the penalty of Rs. 65 lacs

was to be actually recovered. The Forum directed subdivision to submit all the material facts for conclusion of the case. The complainant on his side again complained that the amount being asked from him to deposit was totally wrong. Now to come up for hearing on 12.10.2022.

(Raj Kumar)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER DH/CGRF	4272/2022
DATE OF INSTITUTION	27.06.2022
DATES OF HEARING	13.07.2022, 10.08.2022, 12.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Ashish Garg, Opp. Pandit Dhaba, Barwala regarding not charging of PLEC charges.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn. II, DHBVN, Hisar
 SDO/OP, S/Divn., DHBVN, Badopati

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Ashish Garg, Opp. Pandit Dhaba, Barwala consumer of DHBVN bearing account no. H22 HWH-2002 under SDO (OP) S/Divn., DHBVN, Barwala. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that they are getting supply through rural feeder and as per Govt. of Haryana notification PLEC is not chargeable and electric duty is exempted on new projects established after 06/10/2015 for a period of 10 years from the date of release of connection. He has requested for stop charging the ED and refund the ED charged so far, refund of service connection charges and ACD alongwith 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 13.07.2022 at Hisar for hearing of the case.

Proceedings were held on 13.07.2022 at Hisar. Complainant as well as the SDO was present. The subdivision requested for next date for filing the detailed reply. Now to come up for hearing on 10.08.2022.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer or his representative and asked the SE Operation to direct the SDO to be present in person on the next date of hearing alongwith detailed reply. Next hearing is on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. SDO as well as the complainant was present. The Subdivision requested for next date because due to bifurcation of subdivision, it has not been possible to prepare the reply. Next hearing is on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER DH/CGRF	4263/2022
DATE OF INSTITUTION	21.06.2022
DATES OF HEARING	13.07.2022, 10.08.2022, 12.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Lovely Singla, S/o Sh. Tarseem Singla regarding exemption of ED.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn. II, DHBVN, Hisar
 SDO/OP, S/Divn., DHBVN, Barwala

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Lovely Singla, S/o Sh. Tarseem Singla consumer of DHBVN bearing account no. 0915499028 under SDO (OP) S/Divn., DHBVN, Barwala. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that they are having connected load having 250 KV. The connection falls in D block under agro category. As per the Nigam's instructions ED is exempted on electricity consumed by them. His unit is outside the Municipal limit and MC tax not leviable on electricity consumed by them. He has requested for stop charging ED, refund the ED charged, meter rent charged, MC tax charged alongwith interest and refund interest on ACD. 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 13.07.2022 at Hisar for hearing of the case.

Proceedings were held on 13.07.2022 at Hisar. Complainant as well as the SDO was present. The complainant explained that despite fact that he was exempted from ED, the ED was still being charged and the wrongly charged ED was not being refunded. The sdo submitted reply vide memo no. 2831 dated 07.07.2022 stating that ED refundable has been calculated and would be sent to CBO for approval. The subdivision requested for next date for getting the needful done. Now to come up for hearing on 10.08.2022.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer or his representative and asked the SE

Operation to direct the SDO to be present in person on the next date of hearing alongwith reply. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. SDO as well as the complainant was present. The SDO informed that issue of M Tax was pending because the complainant had not submitted a certificate in that regard from the municipal authorities. The Forum directed complainant to provide the certificate of his premises falling outside the municipal limits so that further action can be taken by the SDO. The complainant promised to obtain the certificate and to submit before the next date of hearing. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER DH/CGRF	4265/2022
DATE OF INSTITUTION	21.06.2022
DATES OF HEARING	13.07.2022, 10.08.2022, 12.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA BALODIA	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Smt. Kanta Devi, M/S VD Industries regarding TOU/TOD tariff benefit.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn., DHBVN, Fatehabad
 SDO/OP, S/Divn., DHBVN, Bhattu

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Smt. Kanta Devi, M/S VD Industries consumer of DHBVN bearing account no. H45 RSLs-0001 under SDO (OP) S/Divn., DHBVN, Bhattu. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that she is having connected load 325 KW and is being fed through rural feeder and as per instructions of Nigam PLEC is not chargeable. She had further applied for TOU/TOD benefit from the year 2017-2020 but inspite of repeated requests TOU/TOD benefit is not given to him till date. She has further prayed for exemption of PLEC charges, giving interest on ACD and refund of TOU/TOD tariff benefit. She has requested the forum to redress her complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 13.07.2022 at Hisar for hearing of the case.

Proceedings were held on 13.07.2022 at Hisar. Complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2242 dated 08.07.2022 stating that because the complainant had not applied for the benefit under TOU/TOD, no benefit was due to the complainant. Also, that the interest on ACD has been made. But the reply did not mention anything about the PLEC charges or whether the consumer was fed from rural Feeder or not. The complainant was also given a copy of the reply along with the calculations of refundable amount. The complainant requested that he would need some time to verify the calculations and requested for next date.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the

absence of Sub Divisional Officer or his representative and asked the SE Operation to direct the SDO to be present in person on the next date of hearing alongwith reply. Now to come up for hearing on 12.09.2022.

Proceedings were held on 12.09.2022 at Hisar. Complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2743 dated 09.09.2022 stating that because the complainant had not applied for the benefit under TOU/TOD, no benefit was due to the complainant. Also, that the interest on ACD has been made. But the reply again did not mention any thing about the PLEC charges or whether the consumer was fed from rural Feeder or not. The complainant was also given a copy of this reply along with the calculations of refundable amount. The complainant requested that he would need some time to verify the calculations and requested for next date. He also claimed that PLEC charges were not leviable. The Forum directed SDO again to clearly write about the PLEC charges leviable or not. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER DH/CGRF	4266/2022
DATE OF INSTITUTION	21.06.2022
DATES OF HEARING	13.07.2022, 10.08.2022, 12.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Ravi Goyal, M/S Ganpati Gum, Bhattu regarding TOU/TOD tariff benefit.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn., DHBVN, Fatehabad
 SDO/OP, S/Divn., DHBVN, Bhattu

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Ravi Goyal, M/S Ganpati Gum, Bhattu consumer of DHBVN bearing account no. BMLS-0013 under SDO (OP) S/Divn., DHBVN, Bhattu. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for TOU/TOD benefit from the year 2017-2020 but inspite of repeated requests TOU/TOD benefit is not given to him till date. He has further prayed for TOU/TOD benefit and refund of TOU/TOD charges charges so far and giving interest on ACD. 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 13.07.2022 at Hisar for hearing of the case.

Proceedings were held on 13.07.2022 at Hisar. Complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2241 dated 08.07.2022 stating that because the complainant had not applied for the benefits under TOU/TOD scheme, he was not entitled for any benefit or refund on that account. Also, that interest on ACD has already been calculated and made in the complainant's account. The complainant was also given a copy of the reply along with the calculations of refundable amount. The complainant requested that he would need some time to verify the calculations and requested for next date.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer or his representative and asked the SE Operation to direct the SDO to be present in person on the next date of

hearing alongwith reply. Now to come up for hearing on 12.09.2022.

Proceedings were held on 12.09.2022 at Hisar. Complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2742 dated 09.09.2022 stating that because the complainant had not applied for the benefit under TOU/TOD, no benefit was due to the complainant. Also, that the interest on ACD has been made. The complainant requested that he would need some time to produce copies of the applications he had submitted to get TOU / TOD benefit. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER DH/CGRF	4289/2022
DATE OF INSTITUTION	06.07.2022
DATES OF HEARING	13.07.2022, 10.08.2022, 12.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Radhey Shyam, M/S Gopal Rice Mill, Jakhal regarding TOU/TOD tariff benefit.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn., DHBVN, Tohana
 SDO/OP, S/Divn., DHBVN, Jakhal

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Radhey Shyam, M/S Gopal Rice Mill, Jakhal consumer of DHBVN bearing account no. H53JAH20023 under SDO (OP) S/Divn., DHBVN, Jakhal. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for TOU/TOD benefit from the year 2017-2020 but inspite of repeated requests TOU/TOD benefit is not given to him till date. He has further prayed for TOU/TOD benefit and refund of TOU/TOD charges charged so far and giving interest on ACD. 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 13.07.2022 at Hisar for hearing of the case.

Proceedings were held on 13.07.2022 at Hisar. Complainant was present in person whereas the SDO was present through phone call. The complainant explained that despite requests in that regard, the TOU / TOD benefit as well as interest on ACD was not being given to him inspite of many requests made in that regard. The subdivision requested for next date for filing detailed reply in the case. Now to come up for hearing on 10.08.2022.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer or his representative and asked the SE Operation to direct the SDO to be present in person on

the next date of hearing alongwith reply. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. SDO was not present but the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer or his representative and asked the SE Operation to direct the SDO to be present in person on the next date of hearing alongwith reply. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER DH/CGRF	4290/2022
DATE OF INSTITUTION	06.07.2022
DATES OF HEARING	13.07.2022, 10.08.2022, 12.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Mukesh Goyal, M/S Hans Rice Mill, Jakhal regarding TOU/TOD tariff benefit.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn., DHBVN, Tohana
 SDO/OP, S/Divn., DHBVN, Jakhal

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Mukesh Goyal, M/S Hans Rice Mill, Jakhal consumer of DHBVN bearing account no. HS53-JKH20005 under SDO (OP) S/Divn., DHBVN, Jakhal. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for TOU/TOD benefit from the year 2017-2021 but inspite of repeated requests TOU/TOD benefit is not given to him till date. He has further prayed for TOU/TOD benefit and refund of TOU/TOD charges charged so far and giving interest on ACD. 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 13.07.2022 at Hisar for hearing of the case.

Proceedings were held on 13.07.2022 at Hisar. Complainant was present in person whereas the SDO was present through phone call. The complainant explained that despite requests in that regard, the TOU / TOD benefit as well as interest on ACD was not being given to him inspite of many requests made in that regard. The subdivision requested for next date for filing detailed reply in the case. Now to come up for hearing on 10.08.2022.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer or his representative and asked the SE Operation to direct the SDO to be present in person on

the next date of hearing alongwith reply. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. SDO was not present but the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer or his representative and asked the SE Operation to direct the SDO to be present in person on the next date of hearing alongwith reply. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER DH/CGRF	4288/2022
DATE OF INSTITUTION	06.07.2022
DATES OF HEARING	13.07.2022, 10.08.2022, 12.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA BALODIA	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Amit Kumar, M/S Jai Bhole Shanker Cotton Ind., Jakhhal regarding TOU/TOD tariff benefit.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn., DHBVN, Tohana
 SDO/OP, S/Divn., DHBVN, Jakhhal

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Amit Kumar, M/S Jai Bhole Shanker Cotton Ind., Jakhal consumer of DHBVN bearing account no. JKH2-0013 under SDO (OP) S/Divn., DHBVN, Jakhal. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for TOU/TOD benefit from the year 2017-2021 but inspite of repeated requests TOU/TOD benefit is not given to him till date. He has further prayed for TOU/TOD benefit and refund of TOU/TOD charges charged so far and giving interest on ACD. 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 13.07.2022 at Hisar for hearing of the case.

Proceedings were held on 13.07.2022 at Hisar. Complainant was present in person whereas the SDO was present through phone call. The complainant explained that despite requests in that regard, the TOU / TOD benefit as well as interest on ACD was not being given to him inspite of many requests made in that regard. The subdivision requested for next date for filing detailed reply in the case. Now to come up for hearing on 10.08.2022.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer and asked the SE Operation to direct the SDO to be present in person on the next date of hearing

alongwith detailed reply. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. SDO was not present but the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer or his representative and asked the SE Operation to direct the SDO to be present in person on the next date of hearing alongwith reply. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA BALODIA)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER DH/CGRF	4287/2022
DATE OF INSTITUTION	06.07.2022
DATES OF HEARING	13.07.2022, 10.08.2022, 12.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Satish Kumar, M/s Jai Bhola Shanker Rice Mill, Jakhal regarding TOU/TOD tariff benefit.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn., DHBVN, Tohana
 SDO/OP, S/Divn., DHBVN, Jakhal

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Satish Kumar, M/s Jai Bhola Shanker Rice Mill, Jakhal consumer of DHBVN bearing account no. JKH2-0010 under SDO (OP) S/Divn., DHBVN, Jakhal. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for TOU/TOD benefit from the year 2017-2020 but inspite of repeated requests TOU/TOD benefit is not given to him till date. He has further prayed for TOU/TOD benefit and refund of TOU/TOD charges charged so far and giving interest on ACD. 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 13.07.2022 at Hisar for hearing of the case.

Proceedings were held on 13.07.2022 at Hisar. Complainant was present in person whereas the SDO was present through phone call. The complainant explained that despite requests in that regard, the TOU / TOD benefit as well as interest on ACD was not being given to him inspite of many requests made in that regard. The subdivision requested for next date for filing detailed reply in the case. Now to come up for hearing on 10.08.2022.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer and asked the SE Operation to direct the SDO to be present in person on the next date of hearing

alongwith detailed reply. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. SDO was not present but the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer or his representative and asked the SE Operation to direct the SDO to be present in person on the next date of hearing alongwith reply. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER DH/CGRF	4286/2022
DATE OF INSTITUTION	06.07.2022
DATES OF HEARING	13.07.2022, 10.08.2022, 12.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Anish Singla, M/S Singla Rice Mill, Jakhal regarding TOU/TOD tariff benefit.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn., DHBVN, Tohana
 SDO/OP, S/Divn., DHBVN, Jakhal

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Anish Singla, M/S Singla Rice Mill, Jakhal consumer of DHBVN bearing account no. JKH2-0001 under SDO (OP) S/Divn., DHBVN, Jakhal. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for TOU/TOD benefit from the year 2017-2020 but inspite of repeated requests TOU/TOD benefit is not given to him till date. He has further prayed for TOU/TOD benefit and refund of TOU/TOD charges charged so far and giving interest on ACD. 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 13.07.2022 at Hisar for hearing of the case.

Proceedings were held on 13.07.2022 at Hisar. Complainant was present in person whereas the SDO was present through phone call. The complainant explained that despite requests in that regard, the TOU / TOD benefit as well as interest on ACD was not being given to him inspite of many requests made in that regard. The subdivision requested for next date for filing detailed reply in the case. Now to come up for hearing on 10.08.2022.

Proceeding was held on 10.08.2022 at Hisar. Neither the SDO nor the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer and asked the SE Operation to direct the SDO to be present in person on the next date of hearing

alongwith detailed reply. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. SDO was not present but the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer or his representative and asked the SE Operation to direct the SDO to be present in person on the next date of hearing alongwith reply. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

CASE NUMBER DH/CGRF	4328/2022
DATE OF INSTITUTION	28.07.2022
DATES OF HEARING	10.08.2022, 12.09.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Khajanchi Lal, M/S Shanti Devi, Barwala regarding exemption of ED.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn. II, DHBVN, Hisar
SDO/OP, S/Divn., DHBVN, Barwala

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Khajanchi Lal, M/S Shanti Devi, Barwala consumer of DHBVN bearing account no. 4443812398 under SDO (OP) S/Divn., DHBVN, Barwala. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that they are having connected load having 250 KV. The connection falls in D block under agro category. His unit is outside the Municipal limit and MC tax not leviable on electricity consumed by them. He has requested for refund of meter rent charged, MC tax charged alongwith interest and refund interest on ACD. 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 10.08.2022 at Hisar for hearing of the case.

Proceeding was held on 10.08.2022 at Hisar, but neither the SDO nor the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer and directed the SDO to be present in person on the next date of hearing along with reply. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. SDO as well as the complainant was present. The SDO informed that issue of M Tax was pending because the complainant had not submitted a certificate in that regard from the municipal authorities. The Forum directed complainant to provide the certificate of his premises falling outside the municipal limits so that further action can be taken by the SDO. The complainant promised to obtain the certificate and to submit before the next date of hearing. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER DH/CGRF	4329/2022
DATE OF INSTITUTION	28.07.2022
DATES OF HEARING	10.08.2022, 12.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
SUSHILA KUMARI	MEMBER ACCOUNTS
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Ashish, M/S Satguru Cotton Ind. (Lincoln Ind), Bhuna regarding TOU/TOD tariff benefit.

..... Complainant / Petitioner

Vs.

XEN /OP, Divn., DHBVN, Fatehabad
 SDO/OP, S/Divn., DHBVN, Bhuna

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Ashish, M/S Satguru Cotton Ind. (Lincoln Ind), Bhuna consumer of DHBVN bearing account no. BNHT-0004 under SDO (OP) S/Divn., DHBVN, Bhuna. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for TOU/TOD benefit from the year 2017-2020 but inspite of repeated requests TOU/TOD benefit is not given to him till date. He has further prayed for TOU/TOD benefit and refund of TOU/TOD charges charges so far and giving interest on ACD. 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 10.08.2022 at Hisar for hearing of the case.

Proceeding was held on 10.08.2022 at Hisar, but neither the SDO nor the complainant was present. The Forum took a very serious view of the absence of Sub Divisional Officer and directed to be present in person on the next date of hearing alongwith detailed reply. Now to come up for hearing on 12.09.2022.

Proceeding was held on 12.09.2022 at Hisar. SDO as well as complainant was present. The subdivision submitted reply vide which it was intimated that the complainant was not entitled for any relief, the case having become time barred. Copy of this reply was given to complainant and was directed to submit any reply, if he wanted, by the next date of hearing with a copy to the subdivision. Now to come up for hearing on 12.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson