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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON (THROUGH VC)
PARDEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (THROUGH VC)

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

..... Complainant / Petitioner

Vs.

XEN /OPDivn.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, 20M.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.

**(MANOJ YADAV)**  
**Member Technical**

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

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

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CASE NUMBER	DH / CGRF / 3660 / 2021
DATE OF INSTITUTION	16.07.2021
DATES OF HEARING	05.08.2021, 07.09.2021, 06.10.2021, 10.11.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON (THROUGH VC)
PARDEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (THROUGH VC)

In the matter of complaint of Sh. G.K, Nandan, M/s Indus Tower Ltd. Mirzapur Hisar, Camp at H. No. 1235 Sector-26 Panchkula regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OPDivn.No. II, DHBVN, Hisar  
 SDO/OP Sub Divn Satrod, DHBVN, Hisar

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO

### **Interim Order**

Sh. G.K, Nandan, M/s Indus Tower Ltd. Mirzapur Hisar, Camp at H. No. 1235 Sector-26 Panchkula has an electricity connection bearing account no. H21-BB-21-1726Y under SDO (OP) Sub Divn. Satrod DHBVN, Hisar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he received bill for the month of June 2019 showing sundry charges of Rs.124520/- though he had been paying his bills regularly. During visit in the respondent office he came to know that Rs. 74100/- has been charged as penalty for extension of load  $18 \times 6 = 108$  KW against the sanctioned load of 13KW the capacity of DTF has installed is 25KVA the amount was charged as per half margin No. 06/02 dated 07.07.2017. He approached many times in the office of respondent's office for waiving of said amount since it is not possible at all that MDI would reach 108 KW, when the supply is fed to DTF of 25 KVA 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 05.08.2021 at Hisar for hearing of the case.

Proceedings were held at Hisar on 05.08.2021. Both representative of complainant and respondent SDO were present. Respondent SDO did not submit his reply however he requested for next date for furnishing his detailed reply. During hearing the representative of the complainant informed that he had earlier lodged a complaint with the CGRF in the said case and the CGRF had decided the case in his favour but respondent SDO did not comply with as yet. Forum directed the respondent SDO to furnish his detailed reply as assured along with the status of earlier case as filed by the complainant. Complainant was also directed to submit the earlier decision of the forum in the said case.

Proceedings were held at Hisar on 07.09.2021. Complainant was not present but respondent SDO was present. Respondent SDO did not submit his reply and requested for next date for furnishing his detailed reply. Forum directed the respondent SDO to furnish his detailed reply along with consumption as well as reading sheet including MDI for the last 3 year of old meter and up to date in

respect of present meter. Complainant was also directed to appear before the Forum on next date otherwise case will be decided on merits on the basis of available record. Now to come on next date of hearing on 06.10.2021.


Proceedings were held at Hisar on 06.10.2021. Complainant was not present but respondent SDO was present. The SDO submitted consumption data of the last 3 years. The Forum directed the complainant to appear before the Forum on next date otherwise case would be decided on the basis of record made available by the SDO. Now to come up for hearing on 10.11.2021.

Proceedings were held at Hisar on 10.11.2021. Complainant was not present but respondent SDO was present. The SDO had submitted consumption data of the last 3 years. The Forum directed the complainant to appear before the Forum on next date otherwise case would be decided on the basis of record made available by the SDO. Now to come up for hearing on 10.12.2021.

**(MANOJ YADAV)**  
**Member Technical**

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

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

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CASE NUMBER	DH / CGRF / 3743 / 2021
DATE OF INSTITUTION	17.09.2021
DATES OF HEARING	10.11.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON (THROUGH VC)
PARDEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (THROUGH VC)

In the matter of complaint of M/S Indus Towers Ltd., Lehariyan, Indus Tower Camp, 1235, Sector 26, Panchkula regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN /OPDivn. DHBVN, Tohana  
 SDO/OP Sub Divn Bhuna, DHBVN, Hisar

..... Respondents

Appearance:

For Complainant

Not present

For Respondent

Respondent SDO



### **Interim Order**

M/s Indus Tower Ltd. Mirzapur Hisar, Camp at H. No. 1235 Sector-26 Panchkula has an electricity connection bearing account no. LR 21 0774 / LR 21 1093 under SDO (OP) Sub Divn. Bhuna, DHBVN, Hisar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that an amount of Rs.222917/- has been charged in the bill for the month of 12/2020 which is totally unwarranted. 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 was not present but respondent SDO was present. The SDO had submitted reply and told that the case for refund had been sent to SDO. The Forum directed the complainant to appear before the Forum on next date and to the SDO to put up final position by the next date of hearing. Now to come up for hearing on 10.12.2021.

**(MANOJ YADAV)**  
**Member Technical**

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

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

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CASE NUMBER	DH / CGRF / 3832 / 2021
DATE OF INSTITUTION	26.10.2021
DATES OF HEARING	10.11.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON (THROUGH VC)
PARDEEP LOHAN	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (THROUGH VC)

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.

**(MANOJ YADAV)**  
**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](http://www.dhbvn.org.in)) (e-mail ID: [cgrf@dhbvn.org.in](mailto:cgrf@dhbvn.org.in))**

Case No. DH/CGRF-	3833 / 2021
Date of Institution:	26.10.2021
Date of Hearing:	10.11.2021

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

Present:

Sanjeev Kumar Chopra	Chairperson (Through VC)
Pardeep Lohan	Member Accounts
Manoj Yadav	Member Technical (Through VC)

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.

**(MANOJ YADAV)**  
**Member Technical**

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

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