



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SECTOR 16, IDC AREA, GURUGRAM
Telephone No. 0124-2971798
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CASE NUMBER	DH / CGRF / 3737 / 2021
DATE OF INSTITUTION	17.09.2021
DATES OF HEARING	22.09.2021, 05.10.2021, 01.12.2021, 02.03.2022, 03.06.2022, 04.07.2022, 01.08.2022, 02.09.2022

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

Present:

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

In the matter of complaint of Mr. Yogender Kumar, village Khapda, V & PO Khatod,
Mohindergarh regarding wrong charging of penalty in violation of the applicable circular

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Mr. Yogender Kumar, village Khapda, V & PO Khatod, Mohindergarh is a consumer of DHBVN under City S/division Mohindergarh having a regular domestic connection number CT 51 – 0034 and an AP connection. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that a checking was carried out at his premises on 09.07.2021 whereby his running load on AP connection was found in excess and therefore penalty was imposed. But the checking party failed to take note of the fact that DHBVN had themselves connected his domestic load on the AP feeder which had caused the running load becoming more than the sanctioned. Also, that while imposing penalty, circular of 2004 was applied whereas the circular dated 2014 should have been applied.

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 22.09.2021 at Rewari for hearing of the case.

Proceedings were held on 22.09.2021 at Rewari. Complainant as well as the SDO was present. The SDO submitted reply vide memo no. 2518 dated 21.09.2021 stating that his office had already sent the case to commercial wing for clarification regarding which sales circular to be applied in this case but the reply was still awaited. The Forum decided to give another date of hearing to both the parties for putting up comprehensive replies. Next date is fixed on 05.10.2021 at Narnaul.

Proceedings were held on 22.09.2021 at Rewari. Complainant as well as the SDO was present. The SDO stated that his office had already sent the case to commercial wing for clarification regarding which sales circular to be applied in this case but the reply was still awaited. The Forum decided to give another date of hearing to both the parties for putting up comprehensive replies. Next date is fixed on 02.11.2021 at Narnaul.

Proceedings were held on 01.12.2021 at Narnaul. Complainant as well as the SDO was present through phone. The Forum decided to give another date of hearing. Next date is fixed on 04.04.2022 at Narnaul.

Proceedings were held on 02.03.2022 at Narnaul. SDO as well as complainant were present. The complainant again submitted that theft case made out against him was wrong. The Forum directed SDO to place on record all the facts of the case including copy of checking report and also directed complainant to place on record whatever proof he wanted to put up in support of his case. Next for hearing on 04.04.2022 at Narnaul.

Proceedings were held on 03.06.2022 at Narnaul. SDO as well as complainant were present. The SDO submitted that he would send the relevant documents through e-mail with a copy to the complainant and he needed a few more days to send the reply. The Forum observed that if the relevant papers are submitted by both the parties, the order would be pronounced on the next date of hearing on 04.07.2022.

Proceedings were held on 04.07.2022 at Narnaul. SDO was present in person but the complainant was present through phone. The SDO again submitted that he would send the relevant documents through e-mail with a copy to the complainant and he needed a few more days to send the reply. The Forum again directed SDO to submit copy of LL-1 and other relevant facts of the case by the next date of hearing. Now to come up for hearing on 01.08.2022.

Proceedings were held on 01.08.2022 at Narnaul. SDO was present in person but the complainant was present through phone. The SDO again submitted that he would submit the relevant documents in next few days. The Forum again directed SDO to submit copy of LL-1 and other relevant facts of the case by the next date of hearing. Now to come up for hearing on 02.09.2022.

Proceedings were held on 02.09.2022 through video calling. The SDO again requested for more time for submission of the documents in next few days. The Forum again directed SDO to submit copy of LL-1 and other relevant facts of the case by the next date of hearing. Now to come up for hearing on 04.10.2022.

(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 / 3831 / 2021
DATE OF INSTITUTION	18.10.2021
DATES OF HEARING	01.12.2021, 02.03.2022, 03.06.2022, 04.07.2022, 01.08.2022, 02.09.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of M/S Industrial Estate Association, Nizampur Road, Narnaul regarding erratic power supply.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

M/S Industrial Estate Association, Nizampur Road, Narnaul is an association of industrial consumers having industrial connections from DHBVN under SDO (OP) City S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainants have filed the present complaint stating that the electricity supply they get is very erratic and with so much of interruptions that they are not able to run their industrial units. Also, that they have been trying to get the issues resolved by meeting local officers of DHBVN but nothing has improved. They have requested the Forum to redress the 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 01.12.2021 at Rewari for hearing of the case.

Proceedings were held on 01.12.2021 at Narnaul. The Forum observed that on the last date of hearing at Narnaul on 05.10.2021, the representatives of industry had come to the Forum in person and had submitted their complaint in person. Detailed discussions on the power situation to their industrial units had been discussed at length. The Forum was apprised by the XEN and SDO that the industrial estate was at a distance of only 100 meters from the substation and connecting the supply by laying an independent 100 meters 11 kV line would solve the problem. The Forum had directed the SDO City Narnaul to prepare his plan and place it before the Forum and the action taken in that regard. But the Forum observed that on 01.12.2021 i.e. after almost two months of the last hearing, no action has been taken by the SDO or his men. He has no answer to the query raised by the Forum. The SDO miserably failed to answer any of the questions asked by the Forum. The Forum therefore called the XEN Operation Narnaul and directed him to prepare and implement a proposal for ensuring uninterrupted supply to the industrial consumers within a month and place on record the work done in that regard before the Forum on the next date. Next to come up for hearing on 03.01.2022 at Narnaul.

Proceedings were held on 02.03.2022 at Narnaul. Representatives of industry as well as the SDO were present. The SDO apprised that he had provided solution to the problem by getting the GO Switch rectified and that the field staff had been directed to operate this switch whenever there was a fault in the line. But the representatives of Industry told that nothing had been done by the subdivision and that the solution claimed by the SDO was no solution at all because the field staff was never operating the GO switch. The Forum also observed that just getting the fault attended in the GO switch was no solution. The Forum reminded the SDO that in the month of October 2021, the XEN and SDO had informed that the industrial estate was at a distance of 100 meters only from the substation and that connecting

the supply by laying an independent 100 meters 11 kV line would solve the problem. The Forum had directed the then SDO City Narnaul to prepare his plan and place it before the Forum and the action taken in that regard. But the Forum observed that even after lapse of five months, no action has been taken by the SDO or his men. He had no answer to the query raised by the Forum. The Forum again directs the SDO and XEN Operation Narnaul to prepare the estimate and implement a proposal for ensuring uninterrupted supply to the industrial consumers within a month and place on record the work done in that regard before the Forum on the next date. Next to come up for hearing on 04.04.2022 at Narnaul.

Proceedings were held on 03.06.2022 at Narnaul. Representatives of industry as well as the SDO were present. The SDO again reiterated that he had provided solution to the problem by getting the GO Switch rectified and that the field staff had been directed to operate this switch whenever there was a fault in the line. Also. That erecting a new feeder for only around 20 odd industrial units was not possible and if at all it was to be erected, it could be erected at the cost of industry only and not at the cost of the Nigam. But the representatives of Industry told that nothing had been done by the subdivision and that the solution claimed by the SDO was no solution at all because the field staff was never operating the GO switch. The Forum observed that even after lapse of around 8 months, no solution has been thought of by the subdivision. The Forum observed that XEN Operation Narnaul should visit the area and find out the cause of so many tripping / outages. The Forum also observed that it was duty of the licensee to see that industrial units get uninterrupted supply and that too when the industrial units are at a distance of 100 meters from the substation. The Forum asked the XEN Operation Narnaul to submit his report by the next date of hearing. Now to come up for hearing on 04.07.2022 at Narnaul.

Proceedings were held on 04.07.2022 at Narnaul. Representatives of industry as well as the SDO were present. The Forum again observed that XEN Operation Narnaul should visit the area and find out the cause of so many tripping / outages. The Forum again observed that it was duty of the licensee to see that industrial units get uninterrupted supply and that too when the industrial units are at a distance of 100 meters from the substation. The Forum again asked the XEN Operation Narnaul to submit his report by the next date of hearing. Now to come up for hearing on 01.08.2022 at Narnaul.

Proceedings were held on 01.08.2022 at Narnaul. Representatives of industry as well as the SDO were present. The Forum had directed XEN Operation Narnaul to visit the area and to find out the cause of so many tripping / outages. The Forum again observed that it was duty of the licensee to see that industrial units get

uninterrupted supply and that too when the industrial units were at a distance of 100 meters from the substation. The Forum again asked the XEN Operation Narnaul to hold a meeting with the industry people and submit his report by the next date of hearing. Now to come up for hearing on 02.09.2022 at Narnaul.

Proceedings were held on 02.09.2022 through video calling. The Forum directed XEN Operation Narnaul and SDO City Narnaul to hold a meeting with the complainants on Monday 5th September 2022 and let the Forum know as what was technically possible and what best could be done to redress the problem frequent breakdowns / outages / low voltage of supply. Now to come up for hearing on 04.10.2022 at Narnaul.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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CASE NUMBER	DH / CGRF / 3974 / 2022
DATE OF INSTITUTION	20.01.2022
DATES OF HEARING	02.03.2022, 03.06.2022, 04.07.2022, 01.08.2022, 02.09.2022

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

Present:

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

In the matter of complaint of Sh. Anil Kumar, M/S Shiv Shanker, Oil Mill, Simha, Narnaul regarding TOU/TOD benefit

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Narnaul
SDO (OP) Simha S/D, Narnaul

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh. Anil Kumar, M/S Shiv Shanker, Oil Mill, Sihma, Narnaul is a consumer of DHBVN under City S/U Sub Divn. Narnaul having an account no. N15-MPHT-0002. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he is running his factory during night hours and he had opted for TOU/TOD benefit, but till date he has not been allowed to get the benefit. He should be allowed the TOU/TOD benefit for the years 2017 to 2020 and interest may be got adjusted/credited in his 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 02.03.2022 at Narnaul for hearing of the case.

Proceedings were held on 02.03.2022. The SDO as well as the complainant were present. The SDO did not submit any reply but requested for another date for filing the details of the case and the issues involved. The Forum directed that TOD / TOU benefit for the years 2017-18 and 2018-19 should be placed on record along with the detailed reply. Next date of hearing has been fixed as 04.04.2022.

Proceedings were held on 03.06.2022. The SDO as well as the complainant were present. The SDO again did not submit any reply but requested for another date for filing the details of the case and the issues involved. The Forum directed that TOD / TOU benefit for the years 2017-18 and 2018-19 should be placed on record along with the detailed reply and the reasons for not allowing the benefit so far. Next date of hearing has been fixed as 04.07.2022.

Proceedings were held on 04.07.2022. The SDO was not present but the complainant was present. The Forum again directed that TOD / TOU benefit for the years 2017-18 and 2018-19 should be placed on record along with the detailed reply and the reasons for not allowing the benefit so far. Next date of hearing has been fixed as 01.08.2022.

Proceedings were held on 01.08.2022. The SDO was not present but the complainant was present. The subdivision submitted a copy of the reply vide memo no. 1192 dated 01.07.2022 stating that the TOU / TOD benefit for the years 2017-18 and 2018-19 has been calculated and paid to the complainant as per directions of the Forum. But Forum directs the SDO to confirm in writing whether the benefit on account of TOU / TOD was

applicable to the complainant or not. Comprehensive reply be submitted by the next date of hearing. Next date of hearing has been fixed as 02.09.2022

Proceedings were held on 02.09.2022 through video calling. The subdivision had submitted reply vide memo no. 1192 dated 01.07.2022 stating that the TOU / TOD benefit for the years 2017-18 and 2018-19 had been calculated and paid to the complainant as per directions of the Forum. But Forum directed the SDO to confirm in writing whether the benefit on account of TOU / TOD was applicable to the complainant or not. The SDO did not submit any reply but requested for some more time because he said the relevant record was available in suburban subdivision. The Forum directed the SDO to file a reply by the next date of hearing. Next date of hearing has been fixed as 04.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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CASE NUMBER	DH / CGRF / 3998 / 2022
DATE OF INSTITUTION	28.01.2022
DATES OF HEARING	02.03.2022, 03.06.2022, 04.07.2022, 01.08.2022, 02.09.2022

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

Present:

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

In the matter of complaint of Smt. Bimla Devi, VPO Sigri, PO Bucholi, Mohindergarh regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Smt. Bimla Devi, VPO Sigri, PO Bucholi, Mohindergarh is a consumer of DHBVN under City Sub Divn. Mohindergarh having an account no. 0814012000. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she had received a half margin notice of Rs. 21741/- on dated 07/10/2015. She applied to get the benefit of waiver scheme of the department vide circular no. D/24/2018. She has further intimated that the above half margin amount has been added in the bill of November 2019. She has visited the Sub Divn. many times, but no resolution has been found till date. 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 02.03.2022 at Narnaul for hearing of the case.

Proceedings were held on 02.03.2022. The SDO was present but the complainant was not present. The SDO was asked to place on record the detailed reply including the copy of half margin etc. Next date of hearing has been fixed as 04.04.2022.

Proceedings were held on 03.06.2022. The SDO was present but the complainant was not present. The SDO was again asked to place on record the detailed reply including the copy of half margin etc. Next date of hearing has been fixed as 04.07.2022.

Proceedings were held on 04.07.2022. The SDO was present but the complainant was not present. The Forum directed SDO to find out as to whether Rs. 21741/- charged by audit were the same amount which had been adjustable in the bill settlement scheme of December 2018 or it was some other amount placed in the complainant's account. The Forum asked SDO to place on record the detailed reply including the copy of half margin etc. Next date of hearing has been fixed as 01.08.2022.

Proceedings were held on 01.08.2022. The SDO as well as the complainant was present. The Forum again directed SDO to find out as to whether Rs. 21741/- charged by audit were the same amount which had been adjustable in the bill settlement scheme of December 2018 or it was some other amount placed in the complainant's account. The Forum asked SDO to place on record the detailed reply including the copy of half margin etc. Next date of hearing has been fixed as 02.09.2022.

Proceedings were held on 02.09.2022 through video calling. The SDO

requested for another date because he said he was out of station. The Forum asked SDO to place on record the detailed reply including the copy of half margin etc. Next date of hearing has been fixed as 04.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
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CASE NUMBER	DH / CGRF / 3921 / 2021
DATE OF INSTITUTION	27.12.2021
DATES OF HEARING	02.03.2022, 03.06.2022, 04.07.2022, 01.08.2022, 02.09.2022

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

Present:

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

In the matter of complaint of Sh. Dayaram, Vill. Said Alipur, Nangal Choudhary, Narnaul, regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Narnaul
SDO (OP) Nangal Choudhary, Narnaul

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh. Dayaram, Vill. Said Alipur, Nangal Choudhary, Mohindergarh is consumer of DHBVN bearing account no. NA52-0037-A under SDO (OP) City S/D Nangal Choudhary. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has applied for R.C.O. in 2015 for which he has deposited Rs.33440/-. Due to some domestic problem he had requested to stop his R.C.O. order. Again he had requested on 05/07/2021 in the office for R.C.O., but no action has been taken despite repeated requests. 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 04.01.2022 at Narnaul for hearing of the case.

Proceedings were held on 02.03.2022 at Narnaul. The SDO was not present but the complainant was present. The Forum directed the SDO to file detailed reply of the case and status of the application of the complainant. Next date of hearing is fixed as 04.04.2022.

Proceedings were held on 03.06.2022 at Narnaul. The SDO as well as the complainant was present. The Forum again directed the SDO to file detailed reply of the case and status of the application of the complainant and specially as to under which sales circular or instructions an amount of Rs. 33440/- had been got deposited. Next date of hearing is fixed as 04.07.2022.

Proceedings were held on 04.07.2022 at Narnaul. The SDO as well as the complainant was present. The Forum again directed the SDO to file detailed reply of the case and status of the application of the complainant and specially as to under which sales circular or instructions an amount of Rs. 33440/- had been got deposited after 15 years of disconnection. The Forum also observed that arguments of the complainant that because the amount had been got deposited from him by the subdivision, he had every right to get the connection was not valid. Next date of hearing is fixed as 01.08.2022.

Proceedings were held on 01.08.2022 at Narnaul. The SDO as well as the complainant was present. The complainant submitted on record copy of a civil court decision in which he claimed that in a case similar to his, the court has directed to release the tube well connection. The Forum asked the SDO to go through this court decision and submit Nigam's stand on this. The Forum also directed the SDO to file detailed reply of the case and status of the application of the complainant and specially as to under which sales circular or instructions an amount of Rs. 33440/- had been got deposited after 15 years of disconnection.

Next date of hearing is fixed as 02.09.2022.

Proceedings were held on 02.09.2022 through video calling. Neither the SDO nor the complainant was present. The Forum again directed SDO to submit a comprehensive reply in one go for concluding the case. Now to come up for hearing on 04.10.2022.

(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 / 4213 / 2022
DATE OF INSTITUTION	24.05.2022
DATES OF HEARING	03.06.2022, 04.07.2022, 01.08.2022, 02.09.2022

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

Present:

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

In the matter of complaint of Sh. Pawan Kumar, village Garhi Khudana, Mohindergarh regarding non-disconnection of his connection

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Sh. Pawan Kumar, village Garhi Khudana, Mohindergarh was a consumer of DHBVN bearing account no. GKHT – 004 under SDO (OP) City S/D Mohindergarh. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had a stone crusher in village Garhi Khudana but it had to be closed after a ban was imposed on the mining. Accordingly, since did not require the connection any more, he applied for disconnection March 2021. The jumpers were removed and disconnection was effected. But the M&P wing came to disconnect it in Feb 2022 and therefore, the bills have been unnecessarily generated even after the disconnection and now he is being asked to pay the dues. 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 03.06.2022 at Narnaul for hearing of the case.

Proceedings were held on 03.06.2022 at Narnaul. The SDO as well as the complainant was present. The Forum directed the SDO to file detailed reply of the case and status of the application for disconnection March 2021 and the bills produced up to February 2022. Next date of hearing is fixed as 04.07.2022.

Proceedings were held on 04.07.2022 at Narnaul. The SDO as well as the complainant was present. The Forum again directed the SDO to file detailed reply of the case and status of the application for disconnection March 2021 and the bills produced up to February 2022. Next date of hearing is fixed as 01.08.2022.

Proceedings were held on 01.08.2022 at Narnaul. The SDO as well as the complainant was present. The SDO requested for another date to file detailed reply of the case. Next date of hearing is fixed as 02.09.2022.

Proceedings were held on 02.09.2022 through video calling. The SDO informed that he was not in station and not in a position to submit any reply. Requested for next date for filing of reply. Next date of hearing is fixed as 04.10.2022.

(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 / 4080 / 2021
DATE OF INSTITUTION	22.03.2022
DATES OF HEARING	03.06.2022, 04.07.2022, 01.08.2022, 02.09.2022

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

Present:

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

In the matter of complaint of Sh. Mukesh Kumar s/o Sh. Murari Lal, Kanina regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Mohindergarh
SDO (OP) Kanina S/D, Narnaul

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

Mr. Mukesh Kumar s/o Sh. Murari Lal Kanina is consumer of DHBVN bearing account no. KNHT – 005 under SDO (OP) Kanina S/D Mohindergarh. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that despite his repeated requests for allowing him the TOD / TOU benefit since FY 2017-18 up to date, he has not been given any benefit. That he had been applying for the same but the subdivision has not effected the benefit and the refund thereof. 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 04.04.2022 at Narnaul for hearing of the case.

Proceedings were held on 03.06.2022 at Narnaul. The SDO as well as the complainant was present. The SDO submitted reply vide memo no. 29 dated 04.04.2022 stating that the consumer applied for benefit of TOU / TOD only on 08.03.2021 whereas as per sales circular, the application for availing TOD / TOU benefit had to be submitted in advance. Therefore, the TOU / TOD benefit could not be given to the complainant. The complainant on his part submitted that he had been applying for the benefit in time but the Nigam did not accede to his request. The Forum directed SDO to place all other relevant facts on record as discussed during the hearing. The Forum also directed the complainant to place on record all such applications through which he had made requests to avail the benefit. Now to come up for hearing on 03.06.2022.

Proceedings were held on 04.07.2022 at Narnaul. The SDO as well as the complainant was present. The complainant again submitted that he had been applying for the benefit in time but the Nigam did not accede to his request. The Forum directed SDO to place on record comparison of consumption starting from 2015 to 2019 on an excel sheet and any other relevant documents by the next date of hearing. Now to come up for hearing on 01.08.2022.

Proceedings were held on 01.08.2022 at Narnaul. The SDO as well as the complainant was present. The complainant again submitted that he had been applying for the benefit in time but the Nigam did not accede to his request whereas the SDO submitted that the first communication received from the complainant was in 2021 and that no application of prior to 2021 was available in record. The Forum directed complainant to place on record any such proof which could support his claim. Now to come up for hearing on 02.09.2022.

Proceedings were held on 02.09.2022 through video calling. The SDO again

submitted that the first communication received from the complainant was in 2021 and that no application of prior to 2021 was available in record. The Forum again directed complainant to place on record any such proof which could support his claim. Now to come up for hearing on 04.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



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

Case No. DH/CGRF-	4347/2022
Date of Institution:	22.08.2022
Date of Hearing:	02.09.2022

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

Present:

Sanjeev Kumar Chopra	Chairperson (VC)
Sushila Kumari	Member Accounts (VC)
Raj Kumar	Member Technical (VC)

In the matter of complaint of Sh. Pawan Kumar Gupta, Franish Khana, Narnaul regarding not allowing power subsidy.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Sh. Pawan Kumar Gupta, Franish Khana, Narnaul has an electricity connection bearing account no. 4883444444 under SDO (OP)City S/Divn., DHBVN, Narnaul, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that his unit falls in C Block Category. He is entitled for power subsidy of Rs. 2/- per unit from 1.11.2018 to date, which is not being granted despite requests. He further requested that the interest on ACD has also not been given since the date of connection. 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 02.09.2022 at Narnaul for hearing of the case.

Proceedings were held on 02.09.2022 through video calling. The SDO submitted that subsidy amount has been calculated but would send to the CBO for approval before giving benefit to the complainant. The Forum directed SDO to give the calculation of refundable amount to complainant also so that he can also go through it before the case finally closed. Next date of hearing is fixed as 04.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
DAKSHIN HARYANA BIJLI VITRAN NIGAM
HETRI, SCETOR 16, IDC AREA, GURUGRAM
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Case No. DH/CGRF-	4355/2022
Date of Institution:	30.08.2022
Date of Hearing:	02.09.2022

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

Present:

Sanjeev Kumar Chopra	Chairperson (VC)
Sushila Kumari	Member Accounts (VC)
Raj Kumar	Member Technical (VC)

In the matter of complaint of Smt. Shaili Devi, Shiv Colony, Near Panchar, Narnaul regarding wrong solar net meter billing.

.....Complainant/Petitioner

V/s

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

.....Respondents

Appearance:

For Complainant: Representative

For the Respondent: Representative of Respondent SDO

INTERIM ORDER

Smt. Shali Devi, Shiv Colony, Near Panchar, Narnaul has an electricity connection bearing account no. 2740411111 under SDO (OP)City S/Divn., DHBVN, Narnaul, hence, this Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she had a solar net connection since October 2021. The billing detail sent by the S/divn. to the Head Office Hisar was cancelled and requested for correction of her bill. 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 02.09.2022 at Narnaul for hearing of the case.

Proceedings were held on 02.09.2022 through video calling. The SDO submitted that refundable amount has been calculated but would send to the CBO for approval before giving benefit to the complainant. The Forum directed SDO to give the calculation of refundable amount to complainant also so that he can also go through it before the case finally closed. In the meantime, connection of complainant should not be disconnected till final resolution of the case. Next date of hearing is fixed as 04.10.2022.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson