



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
HETRI, SECTOR 16, IDC AREA, GURUGRAM  
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|                     |   |
|---------------------|---|
| CASE NUMBER         | DH / CGRF / 3733 / 2021   |
| DATE OF INSTITUTION | 17.09.2021  |
| DATES OF HEARING    | 22.09.2021, 05.10.2021, 01.12.2021, 02.03.2022,<br>03.06.2022, 04.07.2022, 01.08.2022, 02.09.2022, 04.10.2022 |

**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.

Proceedings were held on 04.10.2022 through video calling. Complainant as well as SDO was present on phone call. The SDO again requested for more time for submission of the documents in next few days. The Forum viewed it very seriously because the SDO as not coming up with the facts. The Forum directed SDO to submit copy of LL-1 and other relevant facts of the case by the next date of hearing and treat it as the last opportunity to put up detailed reply. Now to come up for hearing on 02.11.2022.

**(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,<br>01.08.2022, 02.09.2022, 04.10.2022 |

**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 5<sup>th</sup> 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.

Proceedings were held on 04.10.2022 through video calling. Complainant as well as SDO was present on phone call. The Forum observed that despite clear instructions on several hearings in the past, the subdivision has not taken any concrete action to improve the supply position and also, written reply has not been submitted before the Forum. The Forum again directed XEN Operation Narnaul and SDO City Narnaul to let the Forum know as what technically solution they were planning to provide and what best could be done to redress the problem frequent breakdowns / outages / low voltage of supply. Now to come up for hearing on 02.11.2022.

**(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,<br>02.09.2022, 04.10.2022 |

**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.

Proceedings were held on 04.10.2022 through video calling. Complainant as well as SDO was present on phone call. The SDO again requested for more time for submission of the documents in next few days. The Forum viewed it very seriously because the SDO as not coming up with the facts. The Forum directed SDO to submit copy of LL-1 and other relevant facts of the case by the next date of hearing and treat it as the last opportunity to put up detailed reply. Now to come up for hearing on 02.11.2022.

**(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,<br>02.09.2022, 04.10.2022 |

**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.

Proceedings were held on 04.10.2022 through video calling. Complainant as well as SDO was present on phone call. The SDO again

requested for more time for submission of the documents in next few days. The Forum viewed it very seriously because the SDO as not coming up with the facts. The Forum directed SDO to submit copy of LL-1 and other relevant facts of the case by the next date of hearing and treat it as the last opportunity to put up detailed reply. Now to come up for hearing on 02.11.2022.

**(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,<br>04.10.2022 |

**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.

Proceedings were held on 04.10.2022 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 and treat it as the last opportunity. Now to come up for hearing on 02.11.2022.

**(RAJ KUMAR)**  
**Member Technical**

**(SUSHILA KUMARI)**  
**Member Accounts**

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





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|                      |                        |
|----------------------|------------------------|
| Case No. DH/CGRF-    | 4355/2022              |
| Date of Institution: | 30.08.2022             |
| Date of Hearing:     | 02.09.2022, 04.10.2022 |

**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.

Proceedings were held on 04.10.2022 through video calling. The SDO submitted reply vide memo no. 2070 dated 27.09.2022 stating that the bills issued to complainant were correct. That one bill issued on 27.12.2021 was for the balance reading in the removed meter whereas the next bill was of the difference between export and import units. The complainant was not present for his side of facts and figures. Next date of hearing is fixed as 02.11.2022.

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

|                     |                                    |
|---------------------|------------------------------------|
| CASE NUMBER         | DH / CGRF / 3802 / 2021            |
| DATE OF INSTITUTION | 05.10.2021                         |
| DATES OF HEARING    | 01.08.2022, 02.09.2022, 04.10.2022 |

**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. Ghanshyam Dass, Education Society Khatoti Khurd, Narnaul regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

## **INTERIM ORDER**

Sh. Ghanshyam Dass, Education Society Khatoti Khurd, Narnaul is consumer of DHBVN bearing account no. BK21-3424 under SDO (OP) S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has received a connection in the name of Suraj Bhan Education Society for which he has deposited the due amount in the department. But the audit has charged the full estimated amount in his account, which is totally wrong as the transformer given to him from 11000 KV line is passing from his school premises. 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 01.08.2022 at Narnaul for hearing of the case.

Proceedings were held on 01.08.2022 at Narnaul. The complainant as well as SDO was present. The complainant argued that because the 11 kV line through which the tapping was to be done, was passing through his premises and that because the transformer had been placed just below the line, then why the estimated cost had been demanded instead of service connection charges. The Forum directed the SDO to put up a detailed reply on the next date of hearing for conclusion. Now to come up for hearing on 02.09.2022.

Proceedings were held on 02.09.2022 through video calling. The complainant as well as SDO was present on phone call. The Forum again directed SDO to put up a detailed reply on the issues raised in the complaint. Now to come up for hearing on 04.10.2022.

Proceedings were held on 04.10.2022 through video calling. Neither the complainant nor the SDO could be contacted. The Forum directed SDO to put up a detailed reply on the issues raised in the complaint. Now to come up for hearing on 02.11.2022.

**(RAJ KUMAR)**  
Member Technical

**(SUSHILA KUMARI)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson

|   |  |
|---|--|
|  | <b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b><br><b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b><br><b>HETRI, SECTOR 16, IDC AREA, GURUGRAM</b><br><b>Telephone No. 01242971798</b><br>(website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> ) |
|---|--|

|                     |                                    |
|---------------------|------------------------------------|
| CASE NUMBER         | DH / CGRF / 4254 / 2022            |
| DATE OF INSTITUTION | 16.06.2022                         |
| DATES OF HEARING    | 01.08.2022, 02.09.2022, 04.10.2022 |

**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. Saroj Devi, Vill-Karia, P.O. Garhi Ruthal, Teh. Ateli Mandi, Distt. Mohindergarh regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

## **INTERIM ORDER**

Smt. Saroj Devi, Vill-Karia, P.O. Garhi Ruthal, Teh. Ateli Mandi, Distt. Mohindergarh is consumer of DHBVN bearing account no. 8710971000 under SDO (OP) S/D Ateli DHBVN Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that the 11 kV high voltage line was passing through roof of his house. The poles are of iron which are very old and damaged and can fall down any time and danger to their life and property and requested for replacement of the same and removal of lines. 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 01.08.2022 at Narnaul for hearing of the case.

Proceedings were held on 01.08.2022 at Narnaul. The complainant as well as SDO was present. The complainant argued that despite her request many times, the subdivision was not inclined to replace the iron pole falling in her premises. Also, that all other 11 kV lines passing over houses in the area had been shifted out of premises but only her house was left and the line passing through her house was still not removed. The Subdivision submitted reply vide memo no. 1104 dated 27.07.2022 stating that his office had prepared an estimate for sanctioning by the division office and that the needful would be done very shortly. The Forum directed the SDO to put up a detailed reply on the next date of hearing for conclusion. Now to come up for hearing on 02.09.2022.

Proceedings were held on 02.09.2022 through video calling. The SDO was available but the complainant could not be contacted. The SDO requested for another date for submission of facts. Now to come up for hearing on 04.10.2022.

Proceedings were held on 04.10.2022 through video calling. Neither the SDO nor the complainant could be contacted. Now to come up for hearing on 02.11.2022.

**(RAJ KUMAR)**  
Member Technical

**(SUSHILA KUMARI)**  
Member Accounts

**(SANJEEV CHOPRA)**  
Chairperson