	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3443 / 2021
DATE OF INSTITUTION	19.02.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021, 22.08.2021, 22.09.2021, 05.10.2021, 01.12.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PARDEEP LOHAN	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Dheeraj Garg of M/S Balaji Timber Stores, Narnaul regarding wrong billing.

.....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

Sh. Dheeraj Garg of M/S Balaji Timber Store, Narnaul is consumer of DHBVN bearing account no. 4045133333 under SDO (OP) City S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that around 2 years back, he had received a fictitious bill of Rs. 66 lacs. On his pursuance, the bill was later corrected but while calculating ACD on the basis of previous consumption, the system took into account the fictitious bill also and erroneously charged Rs. 14 lacs as the ACD to be deposited. Since the wrong ACD was placed in the bill itself, a surcharge was also getting levied every month. In addition, his firm was also eligible for a subsidy of Rs. 2/- per unit since 01.11.2018 which was not being given to him as per law. He approached the Respondent SDO office for resolution of his grievance but no action has been taken so far. He 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 24.03.2020 at Rewari for hearing of the case.

Proceedings were held on 24.3.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 1926 dated 22.03.2021 stating that BR – 1 has been created having an ID no. 7580380982 for withdrawal of the wrong ACD amount and its overhauling. Regarding the subsidy issue raised by the complainant, the Forum observed that the complainant has not so far provided any request or proof in support of his claim. The Forum directed the complainant to submit all necessary papers in that regard to the SDO for processing it further and the SDO was directed to entertain the claim on the basis of proof and papers so submitted by the complainant. Also, so far as withdrawal of wrong ACD and overhauling of account is concerned, the SDO should take up the matter personally with CBO to get the grievance redressed within next 15 days. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021. SDO did not submit any reply. Complainant was not present. The Forum viewed very seriously the inaction on the part of SDO despite the fact that he had got so much time since the last hearing. The Forum directed SDO to take up all the issues personally with CBO and dispose of the complete matter within next 15 days, Next to come up for hearing on 20.07.2021.

Proceedings were held on 23.07.2021. SDO submitted reply vide memo no. 506 dated 23.07.2021 stating that the case for refund and levying of Rs. 2/- as subsidy has been resolved and will be effected from the next bill. But so far as the issue of wrong charged ACD was concerned, the matter is pending with CBO. The Forum directed SDO to take up ACD issue personally with CBO and dispose of the complete matter within next 15 days, Next to come up for hearing on 19.08.2021.

Proceedings were held on 22.08.2021. SDO submitted reply vide memo no. 712 dated 19.08.2021 stating that the case for refund and levying of Rs. 2/- as subsidy has been resolved and that the arrear of subsidy would also be resolved within a day. But so far as ACD adjustment was concerned, the case was still pending with CBO and would take another around 15 days to get the amount corrected. The Forum directed SDO to take up the ACD issue personally with CBO and dispose of the complete matter within next 15 days, Next to come up for hearing on 22.09.2021.

Proceedings were held on 22.09.2021. SDO submitted reply vide memo no. 1006 dated 22.09.2021 stating that the case for refund and levying of Rs. 2/- as subsidy has been resolved and that the arrear of subsidy would also be resolved within a day. But so far as ACD adjustment was concerned, the sundry items have been prepared for Rs. 1277897/- on account of ACD, Rs. 214173/- as surcharge refund and the case was pending with CBO and would take another around 15 days to get the amount corrected. The complainant said that the sundry entries made do not cover the full amount to be refunded and there was still a gap of around Rs. 2 lacs. The Forum directed SDO to reconcile the refundable amount and to take up the ACD issue personally with CBO and dispose of the complete matter within next 15 days. Next to come up for hearing on 05.10.2021 at Narnaul.

Proceedings were held on 05.10.2021. SDO did not submit any fresh reply but apprised that his office was verifying the claims of the complainant and therefore he would request for next date for submission of detailed reply. The Forum directed SDO to reconcile the refundable amount and to take up the ACD issue personally with CBO and dispose of the complete matter within next 15 days. Next to come up for hearing on 02.11.2021 at Narnaul.


Proceedings were held on 01.12.2021. SDO submitted reply vide memo no. 1556 dated 30.11.2021 intimating that a sum of Rs. 1277897/- have been adjusted / credited in the complainant's account. But the complainant argued that the surcharge which had been levied due to incorrect and heavy bill has not still

been adjusted and that the only the principal amount has been refunded. The Forum observed that the matter would get resolved only if the account of complainant is rebilled starting from the date on which the dispute first arose. The Forum directed the SDO to rebill and place on record on the next date of hearing the detailed calculation for scrutiny. Next to come up for hearing on 03.01.2022 at Narnaul.

PARDEEP LOHAN
Member Accounts

RAJ KUMAR
Member Technical

SANJEEV CHOPRA
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3444 / 2021
DATE OF INSTITUTION	19.02.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021, 22.08.2021, 22.09.2021, 05.10.2021, 01.12.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PARDEEP LOHAN	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Vishnu Kumar s/o Sh. Ram Avtar, Kedia wala Mandir, Behrod Road, Narnaul regarding wrong billing.

.....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

Sh. Vishnu Kumar s/o Sh. Ram Avtar Narnaul is consumer of DHBVN bearing account no. 7109500000 under SDO (OP) City S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his bill since July 2019 has been wrong. In addition, his firm was also eligible for a subsidy of Rs. 2/- per unit since 01.11.2018 which was not being given to him as per law. He approached the respondent SDO office for resolution of his grievance but no action has been taken so far. He 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 24.03.2020 at Rewari for hearing of the case.

Proceedings were held on 24.3.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 1922 dated 22.03.2021 stating that bills have been generated and issued on actual reading basis. The disputed amount which the complainant has raised has been charged on account of RNV meter. Copy of Lab report and current bill placed on record. On the issue of Rs. 2/- subsidy, the Forum directed the complainant to submit all necessary papers in that regard to the SDO for processing it further and the SDO was directed to entertain the claim on the basis of proof and papers so submitted by the complainant. Also, so far as period of defective meter is concerned, the SDO is directed to overhaul the account as per sales circular D-7/2020 and to provide the consumption data since July 2018 up to the date. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021. SDO submitted reply and the data as directed during the last hearing. Issue of wrong bill got resolved but the issue of subsidy of Rs. 2/- still remained unresolved. Forum directed the SDO to take up matter personally with CBO and deliver the corrected bill to the consumer within next 15 days. Next to come up for hearing on 20.07.2021.

Proceedings were held on 23.07.2021. SDO submitted reply vide memo no. 505 dated 23.07.2021 stating that issue of Rs. 2/- subsidy has been resolved and would be effected from the next billing cycle. But so far as the wrong billing dispute was concerned, the Forum directed the SDO to place on record the consumption data of the last 2 years before July 2019 and of one year after that. Next to come up for hearing on 19.08.2021.

Proceedings were held on 22.08.2021. SDO submitted reply vide memo no. 710 dated 22.08.2021 stating that issue of Rs. 2/- subsidy including the arrear had been resolved and would be effected from the next billing cycle. The SDO also placed on record the billing data from January 2018 to August 2021. The Forum observed at some occasions, the kWh reading was more than kVAh reading which was not practically possible. Therefore, the Forum directed the SDO to analyze the data in consultation with concerned M&P wing and submit a written report on the matter. Next to come up for hearing on 22.09.2021.

Proceedings were held on 22.09.2021. SDO did not submit any fresh reply but apprised that the case for refund and levying of Rs. 2/- as subsidy has been resolved and that the arrear of subsidy would also be resolved within a day. On the issue of wrong billing and the readings in kVAh having been recorded lesser than the reading in kWh, the SDO was asked to put up a comprehensive reply so that any conclusion can be arrived at. The Forum directed SDO and the complainant to sit together again and resolve the issue by the next date of hearing. Next to come up for hearing on 05.10.2021 at Narnaul.


Proceedings were held on 05.10.2021. SDO did not submit any fresh reply but apprised that his office was verifying the claims of the complainant and therefore he would request for next date for submission of detailed reply. The Forum directed SDO to reconcile the refundable amount and to take up the pending issue personally with CBO and dispose of the complete matter within next 15 days. Next to come up for hearing on 02.11.2021 at Narnaul.

Proceedings were held on 01.12.2021. SDO submitted reply vide memo no. 1537 dated 30.11.2021 stating that a subsidy amount of Rs. 119574/- has been refunded. But the complainant said that the basis on which the refund amount has been calculated itself was wrong and there was a mistake in calculation itself. The Forum observed that there was mistake in calculation and directed the SDO to look into the matter. The SDO apprised that he would place on record the copy of ledger of the account on the next date of hearing which will clear all the issues of refund and the calculation. Next to come up for hearing on 03.01.2022 at Narnaul.

PARDEEP LOHAN
Member Accounts

(RAJ KUMAR)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3526 / 2021
DATE OF INSTITUTION	24.03.2021
DATES OF HEARING	17.06.2021, 23.07.2021, 22.08.2021, 22.09.2021, 05.10.2021, 01.12.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PARDEEP LOHAN	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S Gupta Marble and Minerals, Nizampur Road, Narnaul regarding wrong billing and excess charging. Owner Mr. Ajay Kumar Gupta

.....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

Sh. Ajay Kumar Gupta of M/S Gupta Marble and Minerals, Nizampur Road, Narnaul is consumer of DHBVN bearing account nos. 3301800000 under SDO (OP) City S/D Narnaul. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has a connection of 49 kW under LT Industrial category but he has following grievances which have not been resolved by the subdivision despite constant persuasion:

- i) Billing should be restored on the basis of kWh instead of kVAh and excess amount so charged should be refunded
- ii) He has not been paid any interest on the ACD deposited with DHBVN and also, no ACD is shown in the bill
- iii) In the meter, facility of automatic reset is not there due to which he had to pay extra in several bills

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 17.06.2021 at Rewari for hearing of the case.

Proceedings were held on 17.06.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit any reply nor he was aware of the factual position viz.-a-viz. issues raised in the complaint. He requested for another date for going through the records and submission of reply. Request granted. The SDO is directed to submit the detailed reply within 15 days to the complainant and also asked the complainant to go through the detail and submit his side of facts. Now to come up for hearing on 20.07.2021.

Proceedings were held on 23.07.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 503 dated 23.07.2021 stating that all the issues in the complaint have been addressed. Copy of reply was given to the complainant also and he was asked to check up with his records whether he was satisfied with the details given in the reply. Now to come up for hearing on 19.08.2021.

Proceedings were held on 22.08.2021 at Rewari. Complainant and respondent SDO were present. The SDO submitted reply vide memo no. 711 dated 19.08.2021 stating that on the issue of ACD updation, since the connection was as old as 1980, the record in subdivision was not available. Also, that the complainant may submit any proof so that necessary action can be taken. The

Forum also asked the complainant to produce any documentary proof of the ACD already deposited by him. Now to come up for hearing on 22.09.2021.

Proceedings were held on 22.09.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit any fresh reply but stated that on the issue of ACD up-dation, since the connection was as old as 1980, the record in subdivision was not available. Also, that the complainant may submit any proof so that necessary action can be taken. The Forum also asked the complainant to produce any documentary proof of the ACD already deposited by him. Now to come up for hearing on 05.10.2021 at Narnaul.


Proceedings were held on 05.10.2021. SDO did not submit any fresh reply but apprised that his office was verifying the claims of the complainant and therefore he would request for next date for submission of detailed reply. The Forum directed SDO to reconcile the refundable amount and to take up the pending issue personally with CBO and dispose of the complete matter within next 15 days. Next to come up for hearing on 02.11.2021 at Narnaul.

Proceedings were held on 01.12.2021. SDO submitted reply vide memo nos. 1554 and 1555 dated 30.11.2021 that excess amount charged on account of MDI has been refunded / adjusted in the complainant's account. But so far ACD is concerned, the record shows an ACD of Rs. 5025/- + 14275/- whereas the complainant said that he had deposited around Rs. 94000/- as ACD and therefore was rightfully demanding not only the correction of ACD in the record but also the due interest on it. The Forum directed SDO to reconcile the amount of ACD and come out with facts on the next date of hearing. Next to come up for hearing on 03.01.2022 at Narnaul.

PARDEEP LOHAN
Member Accounts

(RAJ KUMAR)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)</p>
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CASE NUMBER	DH / CGRF / 3695 / 2021
DATE OF INSTITUTION	12.08.2021
DATES OF HEARING	22.08.2021, 22.09.2021, 05.10.2021, 01.12.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PARDEEP LOHAN	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S SHRI COLOR INDIA, Nizampur Road, Narnaul regarding wrong billing and excess charging.

.....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 SHREE COLOR INDIA, Nizampur Road, Narnaul and M/S Aggarwal Mineral Grinding, Nizampur Road are consumers of DHBVN under Suburban division Narnaul and the account nos. are NPH 0001 and NPH 0002. One of the owners is Sh. Gobind Aggarwal. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating following issues:

1. That their units do not get adequate voltage at their end
2. That the 11 kV line from 33 kV Nizampur to their premises breaks down every now and then and then remains off for long hours
3. That the 33 kV line feeding the substation at Nizampur itself breaks down frequently thereby causing long hours of outage
4. That at different points of time, some amounts are added in the monthly bills citing as some previous arrears whereas they have been paying their bills regularly
5. That they have 2 nos. different HT connections NPH – 0001 and NPH – 0002 at their two different premises and are legally separate entities having different land ownerships. But the Nigam for quite some time has been insisting for clubbing of the two loads without any reason.
6. That they have been pursuing the above matters constantly with the subdivision but no solution has been found so far. They have therefore come before the CGRF for redressal of grievances,

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 22.08.2021 at Rewari for hearing of the case.

Proceedings were held on 22.08.2021 at Rewari. Complainant was present but the respondent SDO was not present. The SDO requested for exemption citing some urgent field issues and requested for another date. The request was accepted. The complainant reiterated his issues as raised in the original complaint. The Forum observed that prima facie, there was no reason for the Nigam to ask for clubbing of two independently running HT connections and which sales circular. The Forum directed the SDO to submit / place on record the following documents / details by the next date of hearing:

- i) Copies of actual bills issued to the complainant for the last one year
- ii) Detail of break downs and planned shutdowns of the 11 kV feeder

- supplying power to the two HT connections
- iii) Detail of breakdowns of the 33 kV feeder feeding the 33 kV substation at Nizampur
 - iv) The Sales Circular on the basis of which the Subdivision was asking the complainant to club the two independently running HT connections
 - v) Details of checking carried out and the checking reports so prepared, if any, of the two connections during the last one year

No coercive action be taken against the complainant till final decision of the case. Now to come up for hearing on 22.09.2021.

Proceedings were held on 22.09.2021 at Rewari. Complainant was present but the respondent SDO was not present. The SDO did not submit any detail as directed by the Forum on the last date of hearing. No coercive action be taken against the complainant till final decision of the case. Now to come up for hearing on 05.10.2021.

Proceedings were held on 05.10.2021. SDO did not submit any fresh reply. The complainant argued about the unnecessary charges having been put in his account which were otherwise required to be waived for the lock down period. The SDO explained that it had been made clear to the complainant time and again that he did not meet the conditions for waiver of the fixed charges in one of two accounts. The account which qualified for the waiver, the waiver has been granted. But where the conditions were not met, the fixed charges could not be given. After going through the sales circular and directions of the government, the Forum observed that the contention put forth by SDO was correct and the fixed charges did not qualify for waiver. The Forum directed the complainant to pay the due amount which had already been delayed and was attracting surcharge. The Complainant agreed to pay in three instalments but it was made clear to him that paying the due amount in instalments would continue to attract the surcharge till final payment of the due amount. The complainant agreed but requested to allow the payment to be made in three equal instalments. The Forum decided to allow the complainant to pay the due amount in three instalments without waiving any surcharge in addition to the payment of current


bills, if any. The Forum also directed the SDO to put up a comprehensive reply on all the issues raised in the complaint on the next date of hearing so that the case can be finally closed. Next to come up for hearing on 02.11.2021 at Narnaul.

Proceedings were held on 01.12.2021. The complainant argued about the unnecessary levying the charges for the period during which the pollution department had ordered the shutdown of the factory as per Supreme Court orders. The SDO argued that there no directions from the government to waive off fixed charges during the period of forced shutdown imposed by the pollution department. The complainant on his side submitted a document which he claimed had the Supreme Court orders regarding such forced closures of units. The Forum gave a copy of the document to SDO also to go through and submit reply on the next date of hearing. Next to come up for hearing on 03.01.2022 at Narnaul.

PARDEEP LOHAN
Member Accounts

(RAJ KUMAR)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PARDEEP LOHAN	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of 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. 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. Next date is fixed on 03.01.2022 at Narnaul.

PARDEEP LOHAN
Member Accounts

(RAJ KUMAR)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3735 / 2021
DATE OF INSTITUTION	16.09.2021
DATES OF HEARING	22.09.2021, 05.10.2021, 01.12.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PARDEEP LOHAN	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Naresh Choudhary c/o Shri Ganesh Paushtik Aahaar, Narnaul regarding wrong billing

.....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

Mr. Naresh Choudhary c/o Shri Ganesh Paushtik Aahaar, Narnaul was a consumer of DHBVN under City S/division Narnaul having an account no. 4406600000 The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that in the month of May 2017, MDI of his meter was shown as exceeding the sanctioned load wherein 146.20 kVA was shown as recorded against a sanctioned load of 125 kVA. The MDI was not reset and every month thereafter the penalty continued to be levied. For no fault of his, the bill continued to swell and finally it has become Rs. 55 lacs. He had to sell his factory and as on date, he has been left with no assets just because of highhandedness on the part of DHBVN officers and staff. That he has not been able to get the things corrected at subdivision level and has therefore requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 22.09.2021 at Rewari for hearing of the case.

Proceedings were held on 22.09.2021 at Rewari. Complainant was present but the SDO was not present. The SDO requested for another date to find out the facts and submission of reply. Next date is fixed on 05.10.2021 at Narnaul.

Proceedings were held on 05.10.2021. SDO did not submit any fresh reply but apprised that his office was verifying the claims of the complainant and therefore he would request for next date for submission of detailed reply. The Forum directed SDO to reconcile the account especially in light of the MDI which the complainant claims had not been reset and submit the reply chronologically with full details and the issues raised by the complainant. Next to come up for hearing on 02.11.2021 at Narnaul.


Proceedings were held on 03.12.2021. SDO as well as the complainant was present. The SDO submitted reply vide memo no. 1553 dated 30.11.2021 stating that the penalty charged on account excess MDI from April 2017 to August 2017 had already been refunded. But the excess MDI recorded from September 2017 to May 2018 was probably not reset due to which the MDI penalty continued to be levied for every month from September 2017 to May 2018. The Forum directed SDO to re-calculate the

excess MDI penalty only for the month of September 2017 and place it on record for further discussion and arguments. Next to come up for hearing on 03.01.2022 at Narnaul.

PARDEEP LOHAN
Member Accounts

(RAJ KUMAR)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM (website: www.dhbvn.org.in) (e-mail ID: cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3831 / 2021
DATE OF INSTITUTION	18.10.2021
DATES OF HEARING	01.12.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
PARDEEP LOHAN	MEMBER ACCOUNTS (VC)
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of 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.

PARDEEP LOHAN
Member Accounts

(RAJ KUMAR)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON