

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 0124-2971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 3492 / 2021
DATE OF INSTITUTION	09.03.2021
DATES OF HEARING	24.03.2021, 17.06.2021, 23.07.2021, 22.08.2021, 22.09.2021, 18.10.2021, 22.11.2021, 21.02.2022, 22.03.2022, 26.05.2022, 22.06.2022, 22.07.2022, 24.08.2022, 21.12.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of M/S Ansal Housing & Construction Ltd., Ansal Plaza Mall, 2nd Floor, Sector 1, Vaishali, Ghaziabad regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

M/S Ansal Housing & Construction Ltd., Ansal Plaza Mall, 2nd Floor, Sector 1, Vaishali, Ghaziabad are consumers of DHBVN bearing account no. 5917133333 under SDO (OP) S/U S/D Rewari. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that an amount of Rs. 617520/- has been charged as sundry charges by the Nigam in the bill issued for the month of September 2018 but the detail of this charging has not been provided to them despite best efforts. They have 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 did not submit reply but argued verbally that the charges so levied through sundry actually pertained to the difference of reference meter consumption with the sum total of all the individual meters installed in their property. The Forum directed the SDO to submit the complete detail of charging with a copy to the complainant along with copy of relevant of sales circular within 10 working days. The complainant was also directed to go through the details so provided by the SDO and to come up with their version on the next date of hearing. Now to come up for hearing on 24.04.2021.

Proceedings were held on 17.06.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit reply. The complainant told that no details of charging have been provided to them for analysis by their company. The SDO was directed to submit complete details of the charged amount to the complainant. The complainant was also asked to visit the subdivision on any working day and file objections, if any, on the details provided by the subdivision. 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. 2230 dated 23.07.2021 and requested for another date. The complainant told that details of charging have not been provided to them for analysis by their company. The SDO was directed to submit complete details of the charged amount to the complainant. The SDO was also directed to place on record latest by 10.08.2021

the difference between single point meter reading at the substation end and the sum of individual meters of consumers and the dates on which these readings had actually been taken with a copy to the complainant. 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. 2580 dated 18.08.2021 and submitted copy of the July 2016 Regulation and some data of the complainant's meter. The Forum observed that the data supplied was irrelevant so far the main issued involved was concerned. The Forum directed the SDO to do an exercise whereby reading of the substation / consumer end meter and the readings of individual meters and to submit a comprehensive report on the matter by next date of hearing. 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 Forum had directed the SDO on the last date of hearing to do an exercise whereby reading of the substation / consumer end meter and the readings of individual meters are taken simultaneously and to submit a comprehensive report on the matter by next date of hearing. SDO submitted a report. Copy of the report was also handed over to the complainant. Counsel of the complainant connected on phone and requested for another date for arguments as he was out of station. Now to come up for arguments on the next date hearing on 18.10.2021.

Proceedings were held on 18.10.2021 at Rewari. Complainant and respondent SDO were present. The counsel for complainant argued that their connection did not fall under the single point supply because the Nigam had released individual connections to the residents. Therefore, there was no question of charging the difference in consumption if it was more than 4% when compared to the reference meter. The SDO on the other hand submitted that charging of difference was written in the sanction letter itself when the load had been sanctioned. The Forum directed the SDO to place on record copy of the sanctioned letter and other conditions, including copy of agreement, if signed with the complainant, so that the provisions thereof can be discussed and argued upon on the next date of hearing. Now to come up for arguments on the next date hearing on 22.11.2021.

Proceedings were held on 22.11.2021 at Rewari. Complainant was not present but the SDO was present. The counsel for complainant informed that he would not be able to attend the hearing due to some other urgent assignment and requested for another date for arguments. Now to come up for arguments on

the next date hearing on 20.12.2021.

Proceedings were held on 21.02.2022 at Rewari. Complainant was not present but the SDO was present. The Forum directed the complainant to appear in person for detailed arguments. Now to come up for arguments on the next date hearing on 22.03.2022.

Proceedings were held on 22.03.2022 at Rewari. Complainant was present through video call whereas the SDO was present in person. The Forum directed the complainant to appear in person for detailed arguments on the next date. The Forum also asked the SDO to submit facts as to whether in future, would it be possible for his staff to take all the readings on the same day. Now to come up for arguments on the next date hearing on 22.04.2022.

Proceedings were held on 26.05.2022 at Rewari. Complainant was present through video call whereas the SDO was present in person. The Forum directed the complainant to appear in person for detailed arguments on the next date. The Forum also asked the SDO to submit facts as to whether in future, would it be possible for his staff to take all the readings on the same day. Also, the Forum directed SDO to put up consumption record of the last one year i.e. total reading recorded in the substation end meter and the sum total of individual consumptions and to find out what was the difference in percentage. Now to come up for arguments on the next date hearing on 22.06.2022.

Proceedings were held on 22.06.2022 at Rewari. Complainant was present through video call whereas the SDO was present in person. The Forum again directed SDO to put up consumption record of the last one year i.e. total reading recorded in the substation end meter and the sum total of individual consumptions and to find out what was the difference in percentage. The Forum told SDO that delay in submission of the relevant record by his office was delaying conclusion of the case. Now to come up for arguments on the next date hearing on 22.07.2022.

Proceedings were held on 22.07.2022 at Rewari. Complainant was not present but the SDO was present in person. The SDO again did not submit any reply and instead requested for some more time. The Forum viewed it very seriously and directed that XEN Operation Rewari should personally ensure that the data as directed by the Forum in the last meetings is placed on record on the next date of hearing otherwise the Forum will proceed and decide the matter treating it as ex-parte. The Forum again told SDO that delay in submission of the relevant record by his office was delaying conclusion of the case. Now to come up for arguments on the next date hearing on 24.08.2022.


Proceedings were held on 24.08.2022 at Rewari. Complainant was not present but the SDO was present in person. The SDO submitted reply dated 24.08.2022 stating that the amount placed into the complainant's account should be placed into individual's accounts by equally dividing among them. But because the complainant was not present, the Forum decided to argue the case on the next date of hearing in the presence of complainant and after taking his statement on record. The Forum directed the complainant to be present on the next date of hearing for detailed arguments. Now to come up for arguments on the next date hearing on 22.09.2022.

Proceedings were held on 21.12.2022 at Rewari. Neither the complainant nor the SDO was present. The SDO had submitted the record of meter readings of all the consumers in one single day as also the detail of total consumption of the last one year. But because none of the parties was present, the Forum decided to argue the case on the next date of hearing in the presence of both the parties. The Forum directed the complainant as well as SDO to be present on the next date of hearing for detailed arguments. Now to come up for arguments on the next date hearing on 20.01.2023.

(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)
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CASE NUMBER	DH / CGRF / 4293 / 2022
DATE OF INSTITUTION	06.07.2022
DATES OF HEARING	22.07.2022, 24.08.2022, 21.12.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of M/S Gurutek Estate Pvt. Ltd., 318-319, 3rd Floor, DLF Star Tower, Sec-30, Gurugram regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

M/S Gurutek Estate Pvt. Ltd., 318-319, 3rd Floor, DLF Star Tower, Sec-30, Gurugram consumers of DHBVN bearing account no. 0681142000 under SDO (OP) S/U S/D, DHBVN, Rewari. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that their colony Gurutek City in Sec 25-26 Rewari had individual electricity connections under the resident respective names and common services/non domestic supply loads under relevant schedule tariff provided directly by DHBVN. But as per M&P audit report, the meter at substation end was recording less energy i.e. slow and they have billed them according to those units which can only be charged in the case where there is single meter distribution system, whereas in their case they have multiple connections. They have requested to rectify the current outstanding bill of Rs. 650238/- and should only be billed for the current cycle charges i.e. Rs. 98212/-. They have requested the Forum to redress their complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 22.07.2022 at Rewari for hearing of the case.

Proceedings were held at Rewari on 22.07.2022. The complainant as well as SDO were present. The SDO requested for another date for filing the detailed reply. The complainant argued that even though the meter at substation end was recording lesser, the meter at consumer end should also have been considered and due diligence should have been done before charging the amount on the basis of audit report. The Forum directed SDO to submit detailed reply along with a single line diagram and the meter readings for the last one year of the meters installed at substation end and the consumer end. Now to come up for hearing on 24.08.2022.

Proceedings were held at Rewari on 24.08.2022. The complainant as well as SDO were present. The Forum directed SDO to submit detailed reply along with a


single line diagram and the meter readings for the last one year of the meters installed at substation end and the consumer end. Now to come up for hearing on 22.09.2022.

Proceedings were held at Rewari on 21.12.2022. The complainant was present but the SDO was not present. The Forum again directed SDO to submit detailed reply along with a single line diagram and the meter readings for the last one year of the meters installed at substation end and the consumer end. Now to come up for hearing on 20.01.2023.

(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)
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CASE NUMBER	DH / CGRF / 4307 / 2022
DATE OF INSTITUTION	15.07.2022
DATES OF HEARING	22.07.2022, 24.08.2022, 21.12.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint Sh. Pawan Kumar, VPO Lisan, Rewari regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Pawan Kumar, VPO Lisan, Rewari consumers of DHBVN bearing account no. N34-LN52-0113 under SDO (OP) S/D, Buroli, DHBVN, Rewari. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has a connection of 3 KW. He had applied for extension of load. He has visited the S/divn. office many times but no action has been taken so far. 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 22.07.2022 at Rewari for hearing of the case.

Proceedings were held on 22.07.2022 at Rewari. The complainant was present in person but the SDO was present on phone. The complainant explained that he is being harassed by the subdivision staff because he had some arguments with them in another case of house hold lighting. The Forum asked both the parties to sit together and discuss the issue and submit a comprehensive reply by the next date of hearing. Now to come up for hearing on 24.08.2022.

Proceedings were held on 24.08.2022 at Rewari. The complainant was present through phone call but the SDO was present in person. The complainant again explained that he was being harassed by the subdivision staff because he had some arguments with them in another case of house hold lighting. The SDO on his part submitted that because the tubewell belonged to the complainant's grandfather, certain documents were asked for but the complainant has not submitted those papers. The Forum directed the complainant to reply to the queries raised by the subdivision so that detailed arguments can be held on the next date of hearing. Now to come up for hearing on 22.09.2022.

Proceedings were held on 21.12.2022 at Rewari. The complainant as well as the SDO was present on phone call. The SDO again informed that because the

tubewell belonged to the complainant's grandfather, certain documents were asked for but the complainant has not submitted those papers including the no objection certificates from other legal heirs. The Forum directed the complainant to reply to the queries raised by the subdivision so that detailed arguments can be held on the next date of hearing. Now to come up for hearing on 20.01.2023.

(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)
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CASE NUMBER	DH / CGRF / 4339 / 2022
DATE OF INSTITUTION	08.08.2022
DATES OF HEARING	24.08.2022, 21.12.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint M/S Lumax Industries Ltd., Plot no. 195-195A, Sec-4, HSIIDC, Bawal, Distt. Rewari regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

M/S Lumax Industries Ltd., Plot no. 195-195A, Sec-4, HSIIDC, Bawal, Distt. Rewari consumers of DHBVN bearing account no. 3043102000 under SDO (OP)/S/D Bawal DHBVN Rewari. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that they had deposited Rs. 562000/- vide DD no. 443057 dated 10/03/2012 against application no. 47400/LS as fixed service connection charges. Now they came to understand that no fixed service connection charges are payable for the load released in HSIIDC area IMT Bawal, hence requested for refund of FSCC alongwith interest. They have requested the Forum to redress their complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 24.08.2022 at Rewari for hearing of the case.


Proceedings were held on 24.08.2022 at Rewari. The complainant as well as the SDO was present. The SDO requested for another date for filing of reply. Now to come up for hearing on 22.09.2022.

Proceedings were held on 21.12.2022 at Rewari. The complainant as well as the SDO was present on phone call. The complainant again explained that as per Nigam's own circular dated 2010, no service connection charges were to be charged from the industrial units set up in the IMT areas developed by HSIIDC because the infrastructure cost had already been recovered from the buyers in the purchase cost itself. The SDO submitted that he was aware of the circular but have to take permission from his higher office to implement and refund the service connection charges deposited at the time of application. The Forum directed SDO to take necessary permission in this regard within next 15 days and submit a clear cut reply in this regard by the next date of hearing. Now to come up for hearing on 20.01.2023.

(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)
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CASE NUMBER	DH / CGRF / 4350 / 2022
DATE OF INSTITUTION	22.08.2022
DATES OF HEARING	24.08.2022, 21.12.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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

In the matter of complaint of Smt. Suresh Devi, VPO Jatusana, Distt. Rewari regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Smt. Suresh Devi, VPO Jatusana, Distt. Rewari consumers of DHBVN bearing account no. N35-JSID-0905 under SDO (OP) S/D Pallawas DHBVN Rewari. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that she has a BPL connection. Due to some unavoidable circumstances she could not paid the electricity bill. The DHBVN removed the meter but my billing remained started. Her bill has been inflated without meter. 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 24.08.2022 at Rewari for hearing of the case.

Proceedings were held on 24.08.2022 at Rewari. The complainant was present in person but the SDO was not present. The Forum directed SDO to look into the issues raised by the complainant and submit reply by the next date of hearing. Now to come up for hearing on 22.09.2022.

Proceedings were held on 21.12.2022 at Rewari. The complainant as well as the SDO was present on phone call. The SDO on his part submitted that the bill raised was correct and as per consumption recorded in the meter. The complainant on his part submitted that how a high consumption be recorded when the connected load was only around 1 kW. The Forum directed the SDO as well as the complainant to put up detailed written replies by the next date of hearing. Now to come up for hearing on 20.01.2023

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson