

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 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

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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 issue 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.

RAJ KUMAR
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 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 / 3576 / 2021
DATE OF INSTITUTION	17.06.2021
DATES OF HEARING	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

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S Pashupati Spinning & Weaving Mills Ltd., Dharuhera regarding `poor and erratic power supply causing losses to them

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of SDO

INTERIM ORDER

M/S Pashupati Spinning & Weaving Mills, Dharuhera are consumer of DHBVN bearing account no. 9380481000 under SDO (OP) Dharuhera S/D. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that the office of SDO Dharuhera has not been giving them a quality and uninterrupted supply and because of frequent outages every day, they were incurring losses and therefore wanted the Forum to direct the Nigam to maintain / upgrade the system as required and provide them with good quality power supply. Also, that SDO Dharuhera should come out with a plan to strengthen the distribution network and to ensure good quality power henceforth. Also, that the Forum should award compensation and damages to them for poor power supply.

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 20.07.2021 at Rewari for hearing of the case.

Proceedings were held on 23.07.2021 at Rewari. Complainant and respondent SDO were present. The SDO did not submit any reply but apprised that he would check up with the system running hours and would submit detailed reply by the next date. Copy of the complaint was provided to the SDO and he was advised by the Forum to give detailed reply latest by 10th August 2021 with a copy to the complainant so that detailed arguments can be held on the next date of hearing. 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 did not submit any reply but apprised that he would check up with the system running hours and would submit detailed reply by the next date. Copy of the complaint had been provided to the SDO on the last hearing. The Forum advised SDO to give detailed reply latest by 15th September 2021 with a copy to the complainant so that detailed arguments can be held on the next date of hearing. Now to come up for hearing on 22.09.2021.

Proceedings were held on 22.09.2021 at Rewari. Complainant was present but the SDO was not present. The complainant apprised that there has been a considerable improvement in the supply position but the issues raised in their complaint have not yet been redressed. The Forum again advised SDO to give detailed reply by the next date of hearing. Now to come up for hearing on 18.10.2021.

Proceedings were held on 18.10.2021 at Rewari. Complainant as well as the SDO was present. The complainant placed on record the supply disruption details and the hours of outage. Similar detail was also placed on record by the SDO vide

memo no. 2183 dated 17.10.2021 along with the single line diagram. The Forum observed that there was difference between the two details of power outages. The Forum also observed that the single line diagram was lacking some basic technical principles and suggested some remedial measures which the SDO should have taken on his own. The Forum observed that the SDO had not put in enough efforts to redress the problem of frequent failures. The Forum again advised SDO to make serious efforts to resolve the issue and submit point wise reply to the issues raised in the complaint and also to submit point wise plan to improve the power supply hours. Now to come up for hearing on 22.11.2021.

Proceedings were held on 22.11.2021 at Rewari. Complainant as well as the SDO was present. The complainant again placed on record the supply disruption details and the hours of outage in the last one month. The SDO also submitted reply vide memo no. 2183 dated 22.11.2021 a copy of which was given to the complainant for submission of rejoinder, if any. The Forum observed that the SDO was not submitting facts and the things would probably be clear if site visit is undertaken by the Forum. The Forum again advised SDO to make serious efforts to resolve the issue and submit his detailed proposal in that regard. Now to come up for hearing on 20.12.2021.

Proceedings were held on 21.02.2022 at Rewari. Complainant was present through video call whereas the SDO was present in person. The complainant again pointed out that on one hand they were suffering because of frequent power cuts / outages and on the other, no serious efforts had been made from the DHBVN side. The Forum asked the SDO about the discussion which had been held on the last date of hearing herein the Forum had observed that since the tapping from 33 kV line was direct tapping, there must have been installed a circuit breaker in the tapped line so that fault occurring in the tapped line does not travel to the main line feeding the complainant's premises. But the Forum observed that despite giving so much time to the SDO to redress the grievance, nothing in that regard had been done and the only thing which the SDO said was that he would go to site again and find out whether there was any possibility of installing a circuit breaker or not. The Forum directed to submit detailed reply and the methods to solve the problem and that the reply should be signed by the xen Operation, Dharuhera. Now to come up for 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 complainant again pointed out that no serious efforts were being made by the subdivision because of which they had been suffering unscheduled power cuts leading to losses. The Forum again asked the SDO about the discussion which had been held on previous hearings

wherein the Forum had observed that since the tapping from 33 kV line was direct tapping, there must have been installed a circuit breaker in the tapped line so that fault occurring in the tapped line does not travel to the main line feeding the complainant's premises. The Forum observed and took a serious view that despite giving so much time to the SDO to redress the grievance, nothing in that regard had been done. The Forum directed SDO to submit detailed reply and the methods to solve the problem and that the reply should be signed by the XEN Operation, Dharuhera. Now to come up for 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 complainant again pointed out that no serious efforts were being made by the subdivision because of which they had been suffering unscheduled power cuts leading to losses. The Forum again observed that since the tapping from 33 kV line was direct tapping, there must have been installed a circuit breaker in the tapped line so that fault occurring in the tapped line does not travel to the main line feeding the complainant's premises. The Forum observed and took a serious view that despite giving so much time to the SDO to redress the grievance, nothing in that regard had been done. The Forum directed SDO to comply with at least the technical solution which is the first requirement of direct tapping from a line to ensure smooth running of the feeder and isolation of the tapped line in case of fault. The Forum directed SDO to ensure installation of a circuit breaker in the tapped line within next 30 days of this interim order to minimize the tripping to the complainant. The complainant in the meantime placed on record the tripping data of the last one month and explained how he had been suffering losses. The Forum directed SDO to verify the tripping details submitted by the complainant and parallelly submit detailed tripping details and the methods to solve the problem and that the reply should be signed by the XEN Operation, Dharuhera. Now to come up for 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 complainant again pointed out that no serious efforts were being made by the subdivision because of which they had been suffering unscheduled power cuts leading to losses. The Forum observed that despite giving so much time to the SDO to redress the grievance, serious efforts had not been made in that regard. The SDO placed on record a copy of notice given to the tapped consumer from the 33 kV line but the Forum did not find it sufficient to deal with the issue. The Forum again directed SDO to comply with at least the technical solution which is the first requirement of direct tapping from a line to ensure smooth running of the feeder and isolation of the tapped line in case of fault. The Forum directed SDO to ensure installation of a circuit breaker in the

tapped line within next 30 days of this interim order to minimize the tripping to the complainant. Now to come up for hearing on 22.07.2022.

Proceedings were held on 22.07.2022 at Rewari. Complainant was present through video call whereas the SDO was present in person. The SDO submitted a reply vide memo no. 4762 dated 22.07.2022 stating that an estimate had been prepared and sent for approval for installation of circuit breaker in the tapped off line for OCCL company. Now to come up for hearing on 24.08.2022.

RAJ KUMAR
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 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 / 3830 / 2021
DATE OF INSTITUTION	26.10.2021
DATES OF HEARING	22.11.2021, 21.02.2022, 22.03.2022, 26.05.2022, 22.06.2022, 22.07.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Satish Kumar, Khera Murar Road, Mohalla Asthal, Bawal regarding low voltage at the tubewell.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Not Present

For Respondent

SDO

INTERIM ORDER

Sh. Satish Kumar, Khera Murar Road, Mohalla Asthal, Bawal regarding low voltage at the tube well is a consumer of DHBVN bearing account no. 1052-DB 4 - 125 under SDO (OP) Bawal S/D. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he gets very low voltage at his tube well and that he is not able to run his motor. That he approached the SDO office for resolution of her grievance 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 22.11.2021 at Rewari for hearing of the case.

Proceedings were held on 22.11.2021 at Rewari. Complainant as well as the SDO was present. The SDO requested for another date for resolving the issue by visiting the site and putting up the ground situation before the Forum on the next date. 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 as well as the SDO was present. The SDO requested for another date for resolving the issue by visiting the site and putting up the ground situation before the Forum on the next date. 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 as well as the SDO was present. The SDO requested for another date for resolving the issue by visiting the site and putting up the ground situation before the Forum on the next date. 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 as well as the SDO was present. The SDO requested for another date for resolving the issue by visiting the site and putting up the ground situation before the Forum on the next date. 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 as well as the SDO was present. The Forum directed SDO to personally visit area to find out the facts on the ground and to submit his report on the next date. 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 as well as the SDO was present. The SDO submitted a reply vide memo no. 1246 dated 22.07.2022 stating that voltage drop is indeed there but there are no such

instructions where the Nigam is required to install additional transformers for voltage improvement. The Forum observed that to provide adequate voltage at the consumer end is the responsibility of the licensee i.e. DHBVN. The Forum directed the SDO to place on record the total nos. of connections from the said transformer when it was installed for the first time, the date of installation and the nos. of tube well connections released subsequently till date from this very transformer. Also, the SDO is directed to take up matter with Commercial wing to resolve such issues of low voltage at tube well connections. Now to come up for arguments on the next date hearing on 24.08.2022.

(RAJ KUMAR)
MEMBER ACCOUNTS

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 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 / 3923 / 2021
DATE OF INSTITUTION	27.12.2021
DATES OF HEARING	07.01.2022, 21.02.2022, 22.03.2022, 26.05.2022, 22.06.2022, 22.07.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of M/S Bajaj Motors Ltd., Plot no. 127, Sector 6, IGC, Bawal (Rewari) regarding wrong billing and charging of unjustified arrears

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present (through VC)

For Respondent

SDO (through VC)

INTERIM ORDER

M/S Bajaj Motors Ltd., Plot no. 127, Sector 6, Bawal, (Rewari) are the consumers of DHBVN bearing account no. BLS - 155 under SDO (OP) Bawal S/Divn. under Dharuhera division. The Forum has jurisdiction to hear the case.

Complainant has filed the present complaint stating that a demand of rs. 56,02,519/- vide letter no. 26.11.2021 in continuation to notice dated 21.09.2016, which is in violation of the provisions and procedures framed by HERC and section 58 of Electricity Act. Also, that this undue amount has been demanded and threat of disconnection has been given without any valid reason. Whereas the complainant had demanded the details of such demand raised in 2016 which has not yet been provided to them. The complainant has therefore requested the Forum to redress his complaint and to hold an early hearing to prevent disconnection of supply till the final order in this case.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 07.01.2022 through Video Calling for hearing of the case.

Proceedings were held on 07.01.2022 through video conferencing. The complainant was present through the lawyer Mr. Vishal Sharma and SDO was himself present to defend DHBVN. The SDO requested for some time to go through the issues raised in the complaint. The Forum observed that prima facie the complaint related to raising of demand by DHBVN on the basis of audit checking for which the consumer had demanded details of such charging. The Forum directed the SDO to submit para wise reply to the issues raised in the complaint and in the meantime, the connection of the complainant should not be disconnected till final resolution of the case. However, the complainant will continue to deposit the current monthly bills. Also, that on the next date of hearing, the SDO will specifically place on record the details of such charging against which the complainant has filed this complaint. Next date of hearing is fixed for 21.02.2022.

Proceedings were held on 21.02.2022 at Rewari. The complainant was present through the lawyer Mr. Vishal Sharma on video call whereas the SDO was himself present to defend DHBVN. The SDO requested for some more time to go through the issues raised in the complaint. The Forum observed that prima facie the complaint related to raising of demand by DHBVN on the basis of audit

checking for which the consumer had demanded details of such charging. The Forum again directed the SDO to submit para wise reply to the issues raised in the complaint and in the meantime, the connection of the complainant should not be disconnected till final resolution of the case. However, the complainant will continue to deposit the current monthly bills. Also, that on the next date of hearing, the SDO will specifically place on record the details of such charging against which the complainant has filed this complaint. Next date of hearing is fixed for 22.03.2022.

Proceedings were held on 22.03.2022 at Rewari. The complainant was present through the lawyer Mr. Vishal Sharma on video call whereas the SDO was himself present to defend DHBVN. The complainant again submitted that how can he argue the case unless he gets para wise reply to the issues raised in his complaint. The Forum again directed the SDO to submit para wise reply to the issues raised in the complaint and in the meantime, the connection of the complainant should not be disconnected till final resolution of the case. However, the complainant will continue to deposit the current monthly bills. Also, that on the next date of hearing, the SDO will specifically place on record the details of such charging against which the complainant has filed this complaint. Next date of hearing is fixed for 22.04.2022.

Proceedings were held on 26.05.2022 at Rewari. The complainant was present through the lawyer Mr. Vishal Sharma on video call whereas the SDO was himself present to defend DHBVN. The complainant again argued that how can he argue the case unless he was provided with para wise reply to the issues raised in his complaint. Also, that the details of amount charged have never been provided to them so how could they be asked to pay the amount suddenly levied. The Forum again directed the SDO to submit para wise reply to the issues raised in the complaint, to provide complete details of the amount charged and, in the meantime, the connection of the complainant should not be disconnected till final resolution of the case. However, the complainant will continue to deposit the current monthly bills. Next date of hearing is fixed for 22.06.2022.

Proceedings were held on 22.06.2022 at Rewari. The complainant was present through the lawyer Mr. Vishal Sharma on video call whereas the SDO was himself present to defend DHBVN. The Forum again directed the SDO to submit para wise reply to the issues raised in the complaint in next 7 days, to provide

complete details of the amount charged and, in the meantime, the connection of the complainant should not be disconnected till final resolution of the case. However, the complainant will continue to deposit the current monthly bills. The Forum warned the SDO that delay in submission of reply from his side was delaying conclusion of the case. Next date of hearing is fixed for 22.07.2022.

Proceedings were held on 22.07.2022 at Rewari. The complainant was present through the lawyer Mr. Vishal Sharma on phone whereas the SDO was himself present to defend DHBVN. The SDO submitted reply vide memo no. 785 dated 06.07.2022 vide which he submitted para wise reply to the issues raised by the complainant in his complaint as also the detail of Rs. 57 lacs charged as a matter of ledger recasting by the audit wing in 2016. The Forum directed SDO to send a copy of reply to the complainant along with Rs. 57 lacs detail for further submission, if any, by the complainant. The Forum also directed the SDO to further elaborate month wise charging, which has been claimed after recasting of ledger for a better understanding of the complainant. Next date of hearing is fixed for 24.08.2022.

(RAJ KUMAR)
Member Technical

(SANJEEV CHOPRA)
CHAIRPERSON

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 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 / 3898 / 2021
DATE OF INSTITUTION	14.12.2021
DATES OF HEARING	21.02.2022, 22.03.2022, 26.05.2022, 22.06.2022, 22.07.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Asha Ram, Vill. Ghasera, Rewari non releasing of Tubewell connection.

.....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

Sh. Asha Ram, Vill. Ghasera, Rewari consumers of DHBVN bearing account no. BB510490 under SDO (OP) S/U S/D Rewari. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that due to failure of bore of his tube well connection he wanted to shift his tubewell connection to another place. But for this department has required no objection certificate of his brother, whereas he was the sole owner of that piece of land. 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 21.02.2022 at Rewari for hearing of the case.

Proceedings were held on 21.02.2022. The complainant as well as the SDO were present. The SDO told that the complainant was co-sharer of the tube well and therefore the NOC from the other co-sharer was required. But the complainant told that he was the sole owner of the piece of land and therefore had no obligation to bring NOC from the other person. The Forum directed both the parties to submit in detail their documents in support of their submissions. Next date of hearing is fixed as 22.03.2022.

Proceedings were held on 22.03.2022. The complainant as well as the SDO were present. The Forum directed both the parties to submit in detail their documents in support of their submissions. The Forum also directed SDO to put up original file of the case and to see how the connection was processed and released at the time of release in 2016. Next date of hearing is fixed as 22.04.2022.

Proceedings were held on 26.05.2022. The complainant as well as the SDO were present. The Forum directed both the parties to submit in detail their documents in support of their submissions. The complainant agreed that when the connection was released in 2016, the division of land between him and his brother had taken place but in records submitted to the subdivision, the land was shown in the name of his brother. The Forum again directed SDO to put up original file of the case and to see how the connection was processed and released at the time of release in 2016. Next date of hearing is fixed as 22.06.2022.

Proceedings were held on 22.06.2022. The complainant as well as the SDO were present. The Forum directed both the parties to submit in detail their

documents in support of their submissions. The complainant agreed that when the connection was released in 2016, the division of land between him and his brother had taken place but in records submitted to the subdivision, the land was shown in the name of his brother. The Forum again directed SDO to put up original file of the case and to see how the connection was processed and released at the time of release in 2016. Next date of hearing is fixed as 22.07.2022.

Proceedings were held on 22.07.2022. The complainant as well as the SDO were present. The complainant argued that both the pieces of land, the tubewell where it was installed at present as well as the place where he wants the shifting belong to him only and are in his name. The SDO submitted that it can be shifted only when there is a bad quality water report is there. To this, the complainant submitted that he had already submitted the said report in the subdivision long back but no attention has been paid by the subdivision. The Forum again directed SDO to put up original file of the case and to see how the connection was processed and released at the time of release in 2016 along with water report etc. as being claimed by the complainant. Next date of hearing is fixed as 24.08.2022.

(RAJ KUMAR)
Member Technical

(SANJEEV CHOPRA)
Chairperson

	FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SCETOR 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 / 3950 / 2022
DATE OF INSTITUTION	03.01.2022
DATES OF HEARING	21.02.2022, 22.03.2022, 26.05.2022, 22.06.2022, 22.07.2022

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Naveen Kumar, Vill. Raipur, PO Nangal, Bawal, Rewari regarding installation of separate transformer.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Naveen Kumar, Vill. Raipur, PO Nangal, Bawal, Rewari consumers of DHBVN bearing account no. MA51-0259 under SDO (OP) Bawal. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint regarding installation of separate transformer due to problem of burning of meter and low voltage. 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 21.02.2022 at Rewari for hearing of the case.

Proceedings were held on 21.02.2022. The complainant as well as SDO were present. The SDO submitted that he would need to visit the site to verify the facts for submission of detailed reply to the complaint. Next date of hearing is fixed a 22.03.2022.

Proceedings were held on 22.03.2022. The complainant as well as SDO were present. The SDO submitted that he would need to visit the site to verify the facts for submission of detailed reply to the complaint. Next date of hearing is fixed a 22.04.2022.

Proceedings were held on 26.05.2022. The complainant as well as SDO were present. The SDO submitted that he would need to visit the site to verify the facts for submission of detailed reply to the complaint. Next date of hearing is fixed a 22.06.2022.


Proceedings were held on 22.06.2022. The complainant as well as SDO were present. The SDO submitted that he would need to visit the site to verify the facts for submission of detailed reply to the complaint. Next date of hearing is fixed a 22.07.2022.

Proceedings were held on 22.07.2022 at Rewari. Complainant as well as the SDO was present. The SDO submitted that voltage drop is indeed there but there are no such instructions where the Nigam is required to install additional transformers for voltage improvement. The Forum observed that to provide adequate voltage at the consumer end is the responsibility of the licensee i.e. DHBVN. The Forum directed the SDO to place on record the total nos. of connections from the said transformer when it was installed for the first time, the date of installation and the nos. of tube well connections released subsequently till date from this very

transformer. Also, the SDO is directed to take up matter with Commercial wing to resolve such issues of low voltage at tube well connections. Now to come up for arguments on the next date hearing on 24.08.2022.

(RAJ KUMAR)
Member Technical

(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

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

(RAJ KUMAR)
Member Technical

(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 NUMBER	DH / CGRF / 4262 / 2022
DATE OF INSTITUTION	21.06.2022
DATES OF HEARING	22.07.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of Sh. Vivek Bhargava, 1135-P, Sec-3, Part 2, Rewari regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Rewari
SDO (OP) City S/D, DHBVN, No. 2

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Vivek Bhargava, 1135-P, Sec-3, Part 2, Rewari consumers of DHBVN bearing account no. 9340511111 under SDO (OP) S/D, No 2, DHBVN, Rewari. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has been receiving excess billing since 2020. He requested the department for checking his meter. The meter was got checked in the Dadri lab where it was reported that meter block was burnt and could only be checked in Gurugram. Then Gurugram meter lab reported that they have no software of this meter. Then again in 2021 he applied for replacement of meter. The meter was replaced, first of Single Phase and then of three phase. But no resolution for his outstanding bills has been made 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 as well as the SDO were present. The SDO submitted reply vide memo no. nil dated nil stating that the CBO had not been agreeing on the correction of the bill on the basis that block of the meter had got burnt. The Forum observed that the a very simple thing has been made so complicated. Only a check meter could have instantly resolved the matter. But now, the subdivision should try to find out the disputed meter and get it tested again through a check meter. Also, consumption data of the old meter as well as new meter should be placed on record by the next date of hearing. Now to come up for hearing on 24.08.2022.

(RAJ KUMAR)
Member Technical

(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

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

(RAJ KUMAR)
Member Technical

(SANJEEV CHOPRA)
Chairperson