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|  | <p>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)</p> |
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| CASE NUMBER | DH / CGRF / 3914 / 2021 |
| DATE OF INSTITUTION | 22.12.2021 |
| DATES OF HEARING | 24.12.2021, 25.03.2022, 27.05.2022, 24.06.2022, 25.07.2022, 26.08.2022, 13.09.2022, 13.12.2022 |

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

Present:

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

In the matter of complaint of Sh. Hemraj, Odhan Road, Kalanwali, Sirsa, regarding wrong billing

..... Complainant / Petitioner

Vs.

XEN / Operation, Divn., Dabwali
 SDO/Operation, S/D Kalanwali, DHBVN, Sirsa

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Hemraj, Odhan Road, Kalanwali, Sirsa is consumer of DHBVN bearing account no.7409812000 SDO (OP) S/Divn., DHBVN, Kalanwali, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint regarding wrong bill issued to him of Rs. 36200/- in the month of June 2021. On making complaint on DHBVN portal on 01/07/2021 the same was closed on 08/07/2021 without resolving the grievances. Again, he made a complaint on HEPC on 09/07/21. The revised bill was issued without waiving of the surcharge amount for the month of September to November 2021. 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 24.12.2021 at Sirsa for hearing of the case.

Proceedings were held on 25.03.2022 through video call. The complainant attended the hearing at Gurugram whereas the SdO was present through video call. The complainant made the following submissions:

1. That he had an electricity connection of 19 kW and the date of connection was in 09/2018
2. That up to 09/2018, there was no dispute whatsoever
3. That he applied for extension of load from 19 kW to 70 kW which was sanctioned in August 2020
4. That even after he had completed all the required installations, he kept on waiting for CEI to come and inspect the installations. Despite his best efforts, the CEI inspected his installations only on 20.10.2020
5. That since M&P wing did not come to inspect and seal the metering system, the operation staff started the connection on 20.10.2020 by sealing from their own sealer
6. That M&P team visited the site on 11.02.2021 for sealing the

- connection and regularization of the load extension i.e. almost after 4 months of the start of connection on 20.10.2020
7. That the M&P team declared the meter as 33% slow stating in their report that R phase CT wire was found open
 8. That in the month of June 2021, Rs. 36000/- were put in the bill against peak load charges
 9. That detail of peak load charges were not explained by the subdivision and they charges non-payment surcharge of Rs. 1276/- for 6/2021, Rs. 1830/- for 7/2021 and Rs. 1893/- for 8/2021 totaling to Rs. 4999/-
 10. That surcharge continued to be levied up to 3/2022
 11. That excess billing were issued from 20.10.2020 to 31.12.2020 and from 01.01.2021 to 31.01.2021 for Rs. 32407/- and 39738/- respectively
 12. That bill for June 2021 was delivered for Rs. 141862 – 61475 = Rs. 85506/- which included Rs. 36200 wrongly charged against peak load charges
 13. That he wants the withdrawal of peak loads charges, the charges levied because of 33% slowness because the consumption data proved that the meter was not actually slow

The Forum observed that SDO should place on record complete details of the case specifically by addressing the issues raised by the complainant during hearing. Next date of hearing is fixed as 27.05.2022.

Proceedings were held on 27.05.2022. The Forum again reminded SDO operation that he had been asked to submit specific replies to the issues raised by the complainant in the last hearing.

Proceedings were held on 24.06.2022. The representative of SDO requested for next date for submission of complete reply before

the Forum. Forum directed to place on record complete details as specified above alongwith the written reply. Next date of hearing is fixed as 25.07.2022.

Proceedings were held on 25.07.2022. The complainant joined the hearing from Gurugram whereas the SDO was present through video call. The SDO submitted that his office had submitted complete reply vide his memo no. 70 dated 10.01.2022 and that there was no merit in the complaint. The Forum reminded him that the reply on record was not relevant to the issues raised in the complaint. The Forum again directed the SDO to specifically answer to the queries raised by the Forum in the last hearing. The complainant again submitted that in September 2021, wrong amount of Rs. 4999/- were subtracted from the payable amount but again levied in October 2021. That up to March 2022, an amount of Rs. 16811/- as surcharge was levied due to incorrect billing. By July 2022, this Rs. 16811/- swelled to Rs. 24613/-, which is not actually payable. The other issue is of the slowness of meter from 20.10.2020 to 18.12.2020 and amount of Rs. 18114/- was charged, which was also not correct. Therefore, the whole dispute is about the refund of Rs. 18114 + Rs. 24613 = Rs. 42727/-. The Forum directed SDO to look into the matter and submit specific reply to the issues raised by the complainant. Next date of hearing is fixed as 26.08.2022.

Proceedings were held on 26.08.2022. The complainant as well the SDO were available through video call. The SDO submitted that he was on leave and also that there was no CA presently posted in the subdivision and therefore requested for another date for filing complete facts of the case. The Forum reminded him that he needed to reply specifically to the queries raised by the Forum in the last hearing. Next date of hearing is fixed as 13.09.2022.

Proceedings were held on 13.09.2022 at Sirsa. The complainant was present but the SDO was not present. The SDO was not


available on telephone also. The matter was brought to the notice of SE Operation who assured that complete reply would be submitted by the next date of hearing. The Forum again reminded XEN Dabwali and SE Operation that the SDO needed to reply specifically to the queries raised by the Forum during last dates of hearing. Next date of hearing is fixed as 13.10.2022.

Proceedings were held on 13.12.2022 at Sirsa. The SDO was present but the complainant was not present. The SDO submitted that no CA is presently posted in the subdivision and therefore requested for another date for filing complete facts of the case. The Forum directed SDO to reply specifically to the queries raised by the complainant. Next date of hearing is fixed as 12.01.2023.

(Raj Kumar)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 4126 / 2022 |
| DATE OF INSTITUTION | 11.04.2022 |
| DATES OF HEARING | 25.04.2022, 27.05.2022, 24.06.2022, 25.07.2022, 26.08.2022, 13.09.2022, 13.12.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Vinod Kumar, New Mandi, Kalanwali, Sirsa regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Vinod Kumar, New Mandi, Kalanwali, Sirsa is consumer of DHBVN bearing account no. 9899022000 under SDO (OP)S/Divn. Kalanwali. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his average consumption of his house is 500-600 units. But suddenly in the month of 02/2022 meter shown his reading jumped to 17644 units which is totally wrong. Further from checking his meter from lab he was told that there is no chip in the meter and requested for correction of his bill. He has requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 25.04.2022 at Sirsa for hearing of the case.

Proceedings were held on 27.05.2022. Complainant as well as the SDO were present through video calling. The SDO explained that meter reading recorded in the month of January 2022 was 40389 kWh and 59033 kVAh whereas the readings recorded in the month of November 2021 and December 2021 was 4900 and 5700 respectively. The Forum observed that more than meter jump, it seemed to be a case of misreading of decimal point in the meter. The Forum directed the SDO to place on record the M&P lab report and previous 1 year consumption data of the complainant's account.

Proceedings were held on 24.06.2022. Both the complainant as well as the representative of SDO were present. The official requested for next date of hearing for submitting complete reply. The Forum again directed to place on record the M&P lab report and previous years consumption data of the complainant's account. Next date of hearing is fixed for 25.07.2022.

Proceedings were held on 25.07.2022. Both the complainant as well as the representative of SDO were present on video call. The Forum again directed to place on record the M&P lab report and previous years consumption data of the complainant's account. Next date of hearing is fixed for 26.08.2022.

Proceedings were held on 26.08.2022. The complainant as well the SDO were available through video call. The SDO submitted that he was on leave and also that there was no CA presently posted in the subdivision

and therefore requested for another date for filing complete facts of the case. Next date of hearing is fixed as 13.09.2022.


Proceedings were held on 13.09.2022 at Sirsa. The complainant was present but the SDO was not present. The SDO was not available on telephone also. The matter was brought to the notice of SE Operation who assured that complete reply would be submitted by the next date of hearing. The Forum again reminded XEN Dabwali and SE Operation that the SDO needed to reply specifically to the queries raised by the Forum during last dates of hearing. Next date of hearing is fixed as 13.10.2022.

Proceedings were held on 13.12.2022 at Sirsa. The SDO was present but the complainant was not present. The Forum directed the SDO to reply specifically to the queries raised by the complainant. Now come up for hearing on next date on 12.01.2023.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 4174 / 2022 |
| DATE OF INSTITUTION | 11.04.2022 |
| DATES OF HEARING | 25.04.2022, 27.05.2022,24.06.2022, 25.07.2022, 26.08.2022, 13.09.2022, 13.12.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

| | |
|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Smt. Anjana Goyal, Sirsa regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) City Divn. DHBVN, Sirsa
SDO (OP) S/D, DHBVN, Industrial Area

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Smt. Anjana Goyal Sirsa is a consumer of DHBVN under SDO (OP)S/Divn. Industrial Area. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that she has been served with an excessively high bill and that her bill is not being corrected. 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 25.04.2022 at Sirsa for hearing of the case.

Proceedings were held on 27.05.2022. Complainant as well as SDO were present through video calling. The SDO explained that it was a case of accumulation of reading and there was a blockage of 40000 reading in the meter. The Forum directed the SDO to place on record the following details:

- i) Date of Connection
- ii) Whether same meter exists or some meters have been changed
- iii) Meter particulars of all such meters including the existing one.
- iv) Consumption data of the new meter
- v) Reading sheet of the meter reader for the last 3 years
- vi) Sanctioned load of the complainant

Proceedings were held on 24.06.2022. Both the complainant as well as the SDO were present. The SDO explained that it was a case of accumulation of reading and there was a blockage of 40000 reading in the meter, but did not place all the facts as desired by the Forum in the last hearing. Thus the Forum directed the SDO to place on record complete records for concluding the case. Next date of hearing is fixed for 25.07.2022.

Proceedings were held on 25.07.2022. Both the complainant as well as the SDO were present. The Forum again directed the SDO to place on record complete records for concluding the case. Next date of hearing is fixed for 26.08.2022.

Proceedings were held on 26.08.2022. The complainant as well the SDO

were available through video call. The SDO requested for next date for detailed submission. Next date of hearing is fixed as 13.09.2022.

Proceedings were held on 13.09.2022 at Sirsa. Complainant as well SDO was present. The subdivision placed on record the consumption data and submitted that there was nothing wrong in the billing. But the Forum observed that in many months, the data sheet had mistakes and therefore directed subdivision to check up again from records and put up correct data on the next date of hearing. Next date of hearing is fixed as 13.10.2022

Proceedings were held on 13.12.2022 at Sirsa. The complainant as well the SDO was present. The Forum directed SDO to reply specifically to the grievance of the complainant and also place on record the temper data, site verification report alongwith any other facts of the case to resolve the grievance of the complainant in the next date of hearing. Now come up for hearing on 12.01.2023.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 4301 / 2022 |
| DATE OF INSTITUTION | 11.07.2022 |
| DATES OF HEARING | 25.07.2022, 26.08.2022, 13.09.2022, 13.12.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Smt. Shimpy, M/S Sh. Swarn Oil Mill, Kalanwali, Sirsa regarding exemption of ED and TOU / TOD benefit.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Smt. Shimpy, M/S Sh. Swarn Oil Mill, Kanawali, Sirsa is a consumer of DHBVN bearing account no. 9251322000 under SDO (OP) S/D Kalanwali, DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for TOU/TOD benefit from the year 2017-2020 but inspite of repeated requests TOU/TOD benefit is not given to them till date. He has further prayed for TOU/TOD benefit and refund of TOU/TOD charges charges so far and giving interest on ACD. 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 25.07.2022 at Sirsa for hearing of the case.

Proceedings were held on 25.07.2022. The complainant attended hearing in person from Gurugram whereas the SDO was present through video call. The SDO requested for another date for filing of reply and details of the case. Now to come up for hearing on 26.08.2022.

Proceedings were held on 26.08.2022. The complainant as well the SDO were available through video call. The SDO submitted that he was on leave and also that there was no CA presently posted in the subdivision and therefore requested for another date for filing complete facts of the case. Next date of hearing is fixed as 13.09.2022.

Proceedings were held on 13.09.2022 at Sirsa. The complainant was present but the SDO was not present. The SDO was not available on telephone also. The matter was brought to the notice of SE Operation who assured that complete reply would be submitted by the

next date of hearing. The Forum again reminded XEN Dabwali and SE Operation that the SDO needed to reply specifically to the queries raised by the Forum during last dates of hearing. Next date of hearing is fixed as 13.10.2022.

Proceedings were held on 13.12.2022 at Sirsa. The complainant was not present but the SDO was present. The Forum directed SDO to reply specifically to the queries raised by the complainant in the next date of hearing. Now come up for hearing on 12.01.2023.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 4302 / 2022 |
| DATE OF INSTITUTION | 11.07.2022 |
| DATES OF HEARING | 25.07.2022, 26.08.2022, 13.09.2022, 13.12.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Ajay Bansal, Shivam Cotton FTY, Kalanwali, Sirsa regarding exemption of ED.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Ajay Bansal, Shivam Cotton FTY, Kalanwali, Sirsais a consumer of DHBVN bearing account no. 8535322000 under SDO (OP) S/D Kalanwali, DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he is having connected load 365 KVA. The connection falls in D block under agro category. As per the Nigam's instructions ED is exempted on electricity consumed by them. He has requested for stop charging ED, refund the ED charged alongwith interest and refund interest on ACD. 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 25.07.2022 at Sirsa for hearing of the case.

Proceedings were held on 25.07.2022. The complainant attended hearing in person from Gurugram whereas the SDO was present through video call. The SDO requested for another date for filing of reply and details of the case. Now to come up for hearing on 26.08.2022.

Proceedings were held on 26.08.2022. The complainant as well the SDO were available through video call. The SDO submitted that he was on leave and also that there was no CA presently posted in the subdivision and therefore requested for another date for filing complete facts of the case. Next date of hearing is fixed as 13.09.2022.

Proceedings were held on 13.09.2022 at Sirsa. The complainant was present but the SDO was not present. The SDO was not available on telephone also. The matter was brought to the notice of SE Operation who assured that complete reply would be submitted by the next date of hearing. The Forum again reminded XEN Dabwali and SE Operation that

the SDO needed to reply specifically to the queries raised by the Forum during last dates of hearing. Next date of hearing is fixed as 13.10.2022.

Proceedings were held on 13.12.2022 at Sirsa. The SDO was present but the complainant was not present. The Forum directed SDO to reply specifically to the queries raised by the complainant in the next date of hearing. Now come up for hearing on 12.01.2023.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 4303 / 2022 |
| DATE OF INSTITUTION | 11.07.2022 |
| DATES OF HEARING | 25.07.2022, 26.08.2022, 13.09.2022, 13.12.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Harsh Bansal, M/S Navkar Cotton Mill, Kalanwali, Sirsa regarding exemption of ED.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Harsh Bansal, M/S Navkar Cotton Mill, Kalanwali, Sirsais aconsumer of DHBVN bearing account no. 2676107246 under SDO (OP) S/D Kalanwali, DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he is having connected load 300 KVA. The connection falls in D block under agro category. As per the Nigam's instructions ED is exempted on electricity consumed by them. He has requested for stop charging ED, refund the ED charged alongwith interest and refund interest on ACD. 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 25.07.2022 at Sirsa for hearing of the case.

Proceedings were held on 25.07.2022. The complainant attended hearing in person from Gurugram whereas the SDO was present through video call. The SDO requested for another date for filing of reply and details of the case. Now to come up for hearing on 26.08.2022.

Proceedings were held on 26.08.2022. The complainant as well the SDO were available through video call. The SDO submitted that he was on leave and also that there was no CA presently posted in the subdivision and therefore requested for another date for filing complete facts of the case. Next date of hearing is fixed as 13.09.2022.

Proceedings were held on 13.09.2022 at Sirsa. The complainant was present but the SDO was not present. The SDO was not available on telephone also. The matter was brought to the notice of SE Operation who assured that complete reply would be submitted by the next date of

hearing. The Forum again reminded XEN Dabwali and SE Operation that the SDO needed to reply specifically to the queries raised by the Forum during last dates of hearing. Next date of hearing is fixed as 13.10.2022.

Proceedings were held on 13.12.2022 at Sirsa. The SDO was present but the complainant was not present. The Forum directed SDO to reply specifically to the queries raised by the complainant in the next date of hearing. Now come up for hearing on 12.01.2023.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 4300 / 2022 |
| DATE OF INSTITUTION | 11.07.2022 |
| DATES OF HEARING | 25.07.2022, 26.08.2022, 13.09.2022, 13.12.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Naresh Kumar, M/S Jagdambe Trading Company, Kalanwali, Sirsa regarding exemption of ED.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Naresh Kumar, M/S Jagdambe Trading Company, Kalanwali, Sirsais a consumer of DHBVN bearing account no. 9987912000 under SDO (OP) S/D Kalanwali, DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he is having connected load 200 KVA. The connection falls in D block under agro category. As per the Nigam's instructions ED is exempted on electricity consumed by them. He has requested for stop charging ED, refund the ED charged alongwith interest and refund interest on ACD. 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 25.07.2022 at Sirsa for hearing of the case.

Proceedings were held on 25.07.2022. The complainant attended hearing in person from Gurugram whereas the SDO was present through video call. The SDO requested for another date for filing of reply and details of the case. Now to come up for hearing on 26.08.2022.

Proceedings were held on 26.08.2022. The complainant as well the SDO were available through video call. The SDO submitted that he was on leave and also that there was no CA presently posted in the subdivision and therefore requested for another date for filing complete facts of the case. Next date of hearing is fixed as 13.09.2022.

Proceedings were held on 13.09.2022 at Sirsa. The complainant was present but the SDO was not present. The SDO was not available on telephone also. The matter was brought to the notice of SE Operation who assured that complete reply would be submitted by the next date of

hearing. The Forum again reminded XEN Dabwali and SE Operation that the SDO needed to reply specifically to the queries raised by the Forum during last dates of hearing. Next date of hearing is fixed as 13.10.2022.

Proceedings were held on 13.12.2022 at Sirsa. The SDO was present but the complainant was not present. The Forum directed SDO to reply specifically to the queries raised by the complainant in the next date of hearing. Now come up for hearing on 12.01.2023.

(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 / 4279 / 2022 |
| DATE OF INSTITUTION | 01.07.2022 |
| DATES OF HEARING | 25.07.2022, 26.08.2022, 13.09.2022, 13.12.2022 |

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

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Anil Kumar, Arya Samaj Road, Sirsa regarding wrong billing.

.....Complainant/Petitioner

Vs.

XEN (OP) Divn. DHBVN, Sirsa
SDO (OP) S/D, DHBVN, Industrial Area

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Anil Kumar, Arya Samaj Road, Sirsa is a consumer of DHBVN bearing account no. 3734180000 under SDO (OP) S/D Industrial Area, DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his meter got burnt about 1½ years ago and was replaced. After that he received 2 bills which were as per reading, but 3rd bill received was issued with penalty of Rs. 25000/-. Then his meter was got checked and report was found meter ok. 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 25.07.2022 at Sirsa for hearing of the case.

Proceedings were held on 25.07.2022. The complainant as well as the SDO was present through video call. The SDO requested for another date for filing of reply and details of the case. Now to come up for hearing on 26.08.2022.

Proceedings were held on 26.08.2022. The complainant as well the SDO were available through video call. The SDO requested for another date for filing complete facts of the case. Next date of hearing is fixed as 13.09.2022.

Proceedings were held on 13.09.2022 at Sirsa. Complainant as well the SDO was present. The SDO was directed to check up from record and put up a complete reply by the next date of hearing. Next date of hearing is fixed as 13.10.2022.

Proceedings were held on 13.12.2022 at Sirsa. The SDO was present, but the complainant was not present. The Forum directed SDO to check up the record, facts of the case and place complete reply on the next date of hearing. Next date of hearing is fixed as 12.01.2023.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | 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 / 4315 / 2022 |
| DATE OF INSTITUTION | 20.07.2022 |
| DATES OF HEARING | 25.07.2022, 26.08.2022, 13.09.2022, 13.12.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Suresh Goyal, President TKCGA Kalanwali, Sirsa regarding TOU/TOD tariff benefit.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

INTERIM ORDER

Sh. Suresh Goyal, President TKCGA Kalanwali, Sirsa is a consumer of DHBVN bearing account no.T32K1HT-0002 under SDO (OP) S/D Kalanwali, DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he had applied for TOU/TOD benefit from the year 2017-2020 but inspite of repeated requests TOU/TOD benefit is not given to him till date. He has further prayed for TOU/TOD benefit and refund of TOU/TOD charges charges so far and giving interest on ACD and refund of PF rebate since its applicable. 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 25.07.2022 at Sirsa for hearing of the case.

Proceedings were held on 25.07.2022. The complainant attended hearing in person from Gurugram whereas the SDO was present through video call. The SDO requested for another date for filing of reply and details of the case. Now to come up for hearing on 26.08.2022.

Proceedings were held on 26.08.2022. The complainant as well the SDO were available through video call. The SDO submitted that he was on leave and also that there was no CA presently posted in the subdivision and therefore requested for another date for filing complete facts of the case. Next date of hearing is fixed as 13.09.2022.

Proceedings were held on 13.09.2022 at Sirsa. The complainant was present but the SDO was not present. The SDO was not available on telephone also. The matter was brought to the notice of SE Operation who assured that complete reply would be submitted by the next date of


hearing. The Forum again reminded XEN Dabwali and SE Operation that the SDO needed to reply specifically to the queries raised by the Forum during last dates of hearing. Next date of hearing is fixed as 13.10.2022.

Proceedings were held on 13.12.2022 at Sirsa. Both the complainant as well as the SDO were present. The complainant requested that he was not given the TOU/TOD benefit/refund of TOU/TOD charges and the interest on ACD and refund/rebate of PF as per applicable instructions of the Nigam. The Forum directed the SDO to submit complete reply to the points raised by the complainant in the next date of hearing. Now come up for hearing on 12.01.2023.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in) |
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| CASE NUMBER | DH / CGRF / 4345/2022 |
| DATE OF INSTITUTION | 22.08.2022 |
| DATES OF HEARING | 26.08.2022, 13.09.2022, 13.12.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Shyam Garg, Aggarwal Cotton & Gen Mill, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN (OP) Divn. DHBVN, Sirsa
 SDO (OP) S/D Industrial Area, DHBVN, Sirsa

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Shyam Garg, Aggarwal Cotton & Gen Mill, Sirsa is consumer of DHBVN bearing account no. 2035370000 under SDO (OP) S/Divn. Industrial Area, DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent SDO is not implementing the HERC regulations and thus the following issues came to resolve and needs action to be taken:-

- i) Exemption of FSA on electricity bill issued on or after 30/07/2021
- ii) Not paying interest on ACD in first billing cycle as per the instruction of Nigam.
- iii) Charging fix charges @170 KVA instead of 165 KVA for the period April 2021 to July 2021.
- iv) Not allowing the rebate of TOU/TOD incomplete
- v) Refund of excess PLEC charged

He has requested Forum to redress his complaints.

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 26.08.2022 at Gurugram for hearing of the case.


Proceedings were held on 13.09.2022 at Sirsa. Complainant as well as SDO was present. The SDO requested for another date for filing reply on the issues Raised in the complaint. Now to come up for hearing on 13.10.2022.

Proceedings were held on 13.12.2022 at Sirsa. The SDO was present but the complainant was not present. The SDO requested for another date for filing reply on the issues Raised in the complaint. The forum directed SDO to submit a complete reply in the next date of hearing. Now to come up for hearing on 12.01.2023.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in) |
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| CASE NUMBER | DH / CGRF / 4344/2022 |
| DATE OF INSTITUTION | 22.08.2022 |
| DATES OF HEARING | 26.08.2022, 13.09.2022, 13.12.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Gurucharan Singh, Shree Ganpati Cotton & Gen Mills, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN (OP) Divn. DHBVN, Sirsa
 SDO (OP) S/D Industrial Area, DHBVN, Sirsa
 Respondents

Appearance:

For Complainant Present

For Respondent Representative of respondent SDO

INTERIM ORDER

Sh. Gurucharan Singh, Shree Ganpati Cotton & Gen Mills, Sirsa is consumer of DHBVN bearing account no. 0167970000 under SDO (OP) S/Divn. Industrial Area, DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that respondent SDO is not implementing the HERC regulations and thus the following issues came to resolve and needs action to be taken:-

- i) Exemption of FSA on electricity bill issued on or after 30/07/2021.
- ii) Not paying interest on ACD in first billing cycle as per the instruction of Nigam.
- iii) Charging fix charges @170 KVA instead of 165 KVA for the period April 2021 to July 2021.
- iv) Not allowing the rebate of TOU/TOD incomplete.
- v) Refund of excess PLEC charged.
- vi) Exemption of MC Tax as unit situated outside Municipal limit.
- vii) Refund of meter rent charged till January 2018.

He has requested Forum to redress his complaints.

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 26.08.2022 at Gurugram for hearing of the case.


Proceedings were held on 13.09.2022 at Sirsa. Complainant as well as SDO was present. The SDO requested for another date for filing reply on the issues Raised in the complaint. Now to come up for hearing on 13.10.2022.

Proceedings were held on 13.12.2022 at Sirsa. The SDO was present, but the complainant was not present. The SDO requested another date for filing a reply. The forum directed the SDO to submit a complete reply in the next date of hearing. Now to come up for hearing on 12.01.2023.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson

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|  | FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM HETRI, SECTOR 16, IDC AREA, GURUGRAM Telephone No. 01242971798 (website: www.dhbvn.org.in) (e-mail ID:cgrf@dhbvn.org.in) |
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| CASE NUMBER | DH / CGRF / 4343/2022 |
| DATE OF INSTITUTION | 22.08.2022 |
| DATES OF HEARING | 26.08.2022, 13.09.2022,13.12.2022 |

BEFORE THE
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES, DHBVN

Present:

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|----------------------|------------------|
| SANJEEV KUMAR CHOPRA | CHAIRPERSON |
| SUSHILA KUMARI | MEMBER ACCOUNTS |
| RAJ KUMAR | MEMBER TECHNICAL |

In the matter of complaint of Sh. Anil Kumar, Delhi Pul, Hisar road, Sirsa regarding wrong billing.

..... Complainant / Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

Representative of respondent SDO

INTERIM ORDER

Sh. Anil Kumar, Delhi Pul, Hisar road, Sirsa is consumer of DHBVN bearing account no. T21-SS07-4011 under SDO (OP) S/U S/Divn., DHBVN, Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant has filed the present complaint stating that he has received inflated bill of Rs. 24793/- due to non taking of reading in time. On account of this he is billed on higher tariff rate and requested for issuing of correct bill as per the tariff benefit. He has requested Forum to redress his complaints.

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 26.08.2022 at Gurugram for hearing of the case.

Proceedings were held on 13.09.2022 at Sirsa. Complainant as well as SDO was present. The SDO requested for another date for filing reply on the issues Raised in the complaint. Now to come up for hearing on 13.10.2022.

Proceedings were held on 13.12.2022 at Sirsa. The SDO was present, but the complainant was not present. The SDO requested another date for filing a reply. The forum directed the SDO to submit a complete reply in the next date of hearing. Now to come up for hearing on 12.01.2023.

(RAJ KUMAR)
Member Technical

(SUSHILA KUMARI)
Member Accounts

(SANJEEV CHOPRA)
Chairperson