	<p>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p> <p>HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON (VC)
RAJ KUMAR	MEMBER TECHNICAL (VC)

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.

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

CASE NUMBER	DH / CGRF / 4078 / 2022
DATE OF INSTITUTION	22.03.2022
DATES OF HEARING	25.03.2022, 27.05.2022, 24.06.2022, 25.07.2022

**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. Ram Rakha, Vill Neza Dela Khurd, Sirsa regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

## **INTERIM ORDER**

Sh. Ram Rakha, Vill NezaDela Khurd, Sirsaconsumer of DHBVN bearing account no. T13-SP15-2278 under SDO (OP)S/D Panjuana. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that his meter MDI has been shown as 47.67 KW, whereas his sanctioned load is 2 KW. After that his meter was replaced and sent to lab for checking. As per checking reading of last 4 months recorded in the meter is 29000, which is not possible and wrong and requested for rechecking of meter and correction of bill. He has 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 25.03.2022 at Sirsa for hearing of the case.


Proceedings were held on 27.05.2022 through video calling. The complainant as well as SDO was connected through phone call. The SDO reported that meter of complainant probably developed some internal fault due to which the MDI recorded also touched 59.77 kVA against a sanctioned load of 2 kW and in the similar fashion, the consumption has also been recorded manifold causing such a huge billing. The Forum observed that it was obviously a case of faulty meter but at the same time asked the SDO to place on record the Laboratory report on the meter status. The Forum also directed the SDO not to disconnect the supply of the complainant till final resolution of the case.

Proceedings were held on 24.06.2022. Both the complainant as well as SDO were present. SDO requested the forum for next date for submission of reply. The Forum directed the SDO to place on record the Laboratory report on the meter status with complete reply. Next date for hearing is fixed on 25.07.2022.

Proceedings were held on 25.07.2022. Both the complainant as well as SDO were present through video call. SDO requested the Forum for next date for submission of M&T Lab report. The Forum directed the SDO to place on record the Laboratory report on the meter status with complete reply. Next date for hearing is fixed on 26.08.2022.

**(Raj Kumar)**  
**Member Technical**

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

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b> <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b> <b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b> <b>Telephone No.-01242971798</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID: <a href="mailto:cgrf@dhbvn.org.in">cgrf@dhbvn.org.in</a> )
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CASE NUMBER	DH / CGRF / 4148 / 2022
DATE OF INSTITUTION	18.04.2022
DATES OF HEARING	25.04.2022, 27.05.2022, 24.06.2022, 25.07.2022

**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. Ankit Ahuja, Ward No. 8, Ellenabad, Sirsa regarding wrong billing.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

## **INTERIM ORDER**

Sh. Ankit Ahuja, Ward No. 8, Ellenabad, Sirsa consumer of DHBVN bearing account no. 4909878765 under SDO (OP)S/D Ellenabad. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has received a bill in the month of 09/2021 of Rs. 737/- with arrear of Rs. 75522/-. On further enquiry, it has been given to understand that he was being issued average bill since last 3 years without his knowledge. He is unable to pay this high inflated amount without his fault. 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 the complainant had been billed on provisional basis from 27.04.2020 to 18.05.2021. On 18.05.2021, the consumption for 459 days was recorded as 10773 units and a bill was accordingly raised. The complainant was not satisfied and did not agree to the reading taken on 18.05.2021. On account of non-payment, the connection was disconnected on 26.08.2021. The Forum observed that consumption data of the complainant's meter for 3 years prior to 27.04.2020 be placed on record so that the matter can be concluded.


Proceedings were held on 24.06.2022. Both the complainant and SDO were present. SDO requested the forum for next date for submission of complete reply. The Forum directed SDO for placing on record the consumption data of the complainant's meter for 3 years prior to 27.04.2020 to conclude the matter. Next date of hearing is fixed for 25.07.2022.

Proceedings were held on 25.07.2022. Both the complainant and SDO were present on video call. The Forum again directed SDO for placing on record the consumption data of the complainant's meter for 3 years prior to 27.04.2020 to conclude the matter. Next date of hearing is fixed for 26.08.2022.

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson



	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b> <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b> <b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b> <b>Telephone No.-01242971798</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (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

**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. 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.

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson

	<b>FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES</b> <b>DAKSHIN HARYANA BIJLI VITRAN NIGAM</b> <b>HETRI, SCETOR 16, IDC AREA, GURUGRAM</b> <b>Telephone No.-01242971798</b> (website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> ) (e-mail ID:cgrf@dhbvn.org.in)
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CASE NUMBER	DH / CGRF / 4120 / 2022
DATE OF INSTITUTION	11.04.2022
DATES OF HEARING	25.04.2022, 27.05.2022, 24.06.2022, 25.07.2022

**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. Vikas Midha, Nihar Colony, 85A, DC Colony, Sirsa regarding illegal installation of transformer.

.....Complainant/Petitioner

Vs.

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

..... Respondents

Appearance:

For Complainant

Present

For Respondent

SDO

## **INTERIM ORDER**

Sh. Vikas Midha, Nihar Colony, 85A, DC Colony, Sirsa consumer of DHBVN bearing account no. under SDO (OP)City S/Divn. Sirsa. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he is residing at DC colony, backside Nahar Colony Sirsa where 4 nos. heavy electrical transformer already installed. Some persons of the department are again digging land for installation of 2 more electrical transformer without inspection of the CEI, which is illegal. The same is being done under political influence. Now if two more transformer are installed at that place six more electrical lines are placed on that extension, it become life threatening for the nearby residents. He has requested to stop this installation immediately and 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 was not present but the SDO was present through video calling. The SDO explained that the complainant had been complaining against installation of some new transformers and that the site where transformers are proposed to be installed is far away from the complainant's premises. Also, regarding shifting of the existing transformers, there was no space where the same could be shifted and that the site has been shown to complainant nos. of times. The Forum observed that complainant should also attend the next date of hearing to submit his version so that matter can be concluded. The Forum directed SDO to place on record his written reply in this regard with copy to complainant within next 15 days.

Proceedings were held on 24.06.2022. Complainant was not present but the SDO was present. The SDO requested next date for filing written reply on the entire issues of the complainant. The Forum observed that complainant should also attend the next date of hearing to submit his version and directed SDO to place on record his written reply on next date of hearing. Next date of hearing is fixed for 25.07.2022.

Proceedings were held on 25.07.2022. Complainant was not present but the SDO was present through video call. The Forum observed that complainant should also attend the next date of hearing to submit his version and directed SDO to place on record his written reply on next date of hearing. Next date of hearing is fixed for 26.08.2022.

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
DAKSHIN HARYANA BIJLI VITRAN NIGAM  
HETRI, SCETOR 16, IDC AREA, GURUGRAM  
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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

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
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.

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 4301 / 2022
DATE OF INSTITUTION	11.07.2022
DATES OF HEARING	25.07.2022

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON
RAJ KUMAR	MEMBER TECHNICAL

In the matter of complaint of 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.

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 4302 / 2022
DATE OF INSTITUTION	11.07.2022
DATES OF HEARING	25.07.2022

**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. 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, Sirsa is 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.

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 4303 / 2022
DATE OF INSTITUTION	11.07.2022
DATES OF HEARING	25.07.2022

**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. 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, Sirsa is a consumer 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.

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

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



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
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CASE NUMBER	DH / CGRF / 4300 / 2022
DATE OF INSTITUTION	11.07.2022
DATES OF HEARING	25.07.2022

**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. 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. Sh. Naresh Kumar, M/S Jagdambe Trading Company, Kalanwali, Sirsa is 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.

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

CASE NUMBER	DH / CGRF / 4279 / 2022
DATE OF INSTITUTION	01.07.2022
DATES OF HEARING	25.07.2022

**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. 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 3<sup>rd</sup> 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.

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

CASE NUMBER	DH / CGRF / 4315 / 2022
DATE OF INSTITUTION	20.07.2022
DATES OF HEARING	25.07.2022

**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. 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.

**(RAJ KUMAR)**  
Member Technical

**(SANJEEV CHOPRA)**  
Chairperson