



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Case No. DH/CGRF-1054/2015

Date of Institution: 23.02.2015

Date of Hearing: 25.03.2015, 24.04.2015
& 19.05.2015

Date of Order: 19.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Smt. Murti Devi, 2781/13, New Housing Board, Sector-13, Bhiwani regarding disconnection and reconnection of power supply.

.....Complainant/Petitioner

V/s

1. Xen/Op. City Division , DHBVN, Bhiwani.
2.SDO, S/U S/Division No.1, DHBVN, Bhiwani

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer /
CGRF,DHBVN,Hisar
2.Representative of SDO of S/U Sub-Divn.
No1, DHBVN, Bhiwani.



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ORDER

Smt. Murti Devi, H.No. 2781/13, New Housing Board, Sector-13, Bhiwani has got an electricity connection A/C No. HB1D-0508/DS under SDO, S/U Sub-Division No.1, DHBVN, Bhiwani, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that she has got a domestic connection bearing A/C No.HB1D-0508 which was disconnected by the respondent in 2005 on defaulting amount. She stated that she does not know when her energy meter was removed by the respondent. She has not used electricity after disconnection while the respondent has been issuing bills on average basis. After removal of meter, the respondent shows new reading zero in the bill. She visited the respondent office so many times but nobody corrected her bill. She stated that she has no electricity connection at her house and all pending dues informed by the respondent are for the post disconnection period and she cannot be asked to deposit amount for electricity consumption while she has not used electricity. She requested the Forum to correct her wrong bill and release her connection.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 25/03/2015 at Bhiwani for hearing of the case.

During the proceedings held at Bhiwani on 25/03/2015, the consumer as well as respondent SDO was present. The reply of the SDO is awaited. However, during hearing, it was brought to the notice of the Forum that the consumer had filed a suit in civil court, Bhiwani but subsequently out of court settlement was made. The consumer stated that her connection has not been restored despite payment of the settled amount by her. It was stated by the SDO that defaulting amount of about Rs.3 lacs is pending.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the SDO to release new connection to the consumer after observing the formalities and issue bill for current consumption till the final decision of the Forum. He is further directed to submit complete reply of the case in detail before the next date of hearing. The case was adjourned for next date.

During the proceedings held at Bhiwani on 24/04/2015, the consumer as well as representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 772 dated 23/04/2015, stating therein that:-

1. It is true that there was a connection in the name of Smt. Murti Devi bearing meter A/C No. HB-11-508 and the bills were regularly paid by her till 09/2000. But the bill of the consumer were billed on average basis since 11/2000 to 11/2001. The meter was defective which was replaced during 01/2002 and the consumer paid an amount of Rs.5280/- on dated 21/11/2011.
2. After replacing the old meter, the bills of the consumer were billed on actual reading recorded by the Meter Reader, the account of the consumer was overhauled on the basis of new meter reading recorded and an amount of Rs.1474/- Rs.6454/- were adjusted on account of average billing during the month of 01/2003 & 05/2003 respectively.
3. Since, the time of replacement of new meter, the consumer did not make any payment till 09/2004 as the bill was billed on actual meter reading. The supply of the consumer was temporarily disconnected



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on defaulting amount of Rs.21959/- vide PDCO No. 10/2528 dated 26/06/2004 on FR 2807, but the advice of PDCO was not sent to the billing section and the consumer account was not closed.

4. Later on assurance by the consumer for making the payment, the supply was again restored but the consumer did not make any payment and the bills were billed on actual meter reading till 11/2005. After that the meter got defective and the bills were billed on average basis from 01/2006 to 09/2012.
5. In the meantime, the consumer neither represented his office nor made any complaint regarding bills/electricity problems. Then the consumer represented his office on 08/06/2012 submitting an application that the meter no. HB-1D-508 has been stolen from the site by some un-known person and requested to restore the supply and also approached the police station to lodge an FIR. The FIR No. 698/2012 dated 11/06/2012 was lodged by P.S.Bhiwani, Civil Line regarding theft of meter No. HB-1D-508 and on behalf of which the supply was restored vide SJO No. 57/38 dated 11/06/2012 by providing new meter, the supply of the consumer was disconnected on dated 03/03/2013 vide PDCO No. 30/97 on FR-2200 due to non-payment of energy bills.
6. Then a checking was carried by the Nigam team on dated 15/06/2013 and Smt. Murti Devi was found indulged in theft of electricity vide LL-1 No. 15/26 and an amount of Rs.33840/- as Nigam loss and Rs.12000/- as compounding was imposed. Later on, the consumer approached in Civil Court against the assessment and the court ordered to pay Rs.12000/- as compounding which was paid vide BA-16 No. 332/691 dated 27/01/2014 and the case was under consideration in the Civil Court. Now, the consumer has settled the case in our of court settlement scheme launched by Nigam and has paid Rs.20050/- vide BA-16 No. 398/543 dated 05/01/2015.

Now, it is pertinent to mention here that the consumer is making false statement stating that her meter was removed during 2005. Whereas the consumer herself approached his office as well as Police Station claiming regarding theft of meter on 08/06/2012, which clearly shows that the meter was installed at her premises till 06/2012. The consumer never intends to make payment of electricity used after 11/2001 i.e. almost for 12 years before disconnection of her supply. The accounts of the consumer could be overhauled for the period billed on average basis and new connection could be given after making the payment/dues of the Nigam.

The consumer stated that the orders of the Forum on the previous date i.e. the connection of the premises and recovery of current bill charges have not been complied by the respondent. The representative of SDO stated that the copy of order of the Forum has not been received.

The representative of the Nodal Officer was directed to provide a copy of proceedings of the previous date to the consumer which was done by him then and there.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent to comply with the order issued on the previous date. The case was adjourned for next date.

To-day, the proceedings held at Bhiwani on 19/05/2015. The consumer as well as representative of respondent SDO is present. The consumer stated that her connection has been released and meter installed.



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She stated that she has deposited Rs.20050/- on 05/01/2015 under out of court settlement scheme. Since her connection has been released and meter installed, she is satisfied and wants the case to be closed.

The representative of the SDO stated that the amount of out of court settlement i.e. Rs.20050/- deposited by the consumer vide BA-16 No. 398/543 dated 05/01/2015 pertains to the amount chargeable from her on account of LL-1 No. 15/26 of 15/06/2013 amounting to Rs.33840/- and Rs.12000/- as compounding charges against which she had filed a case in the Civil Court at Bhiwani and the amount of electricity dues outstanding prior to that date is recoverable from her.

The Forum deliberated the issue with reference to the application of the petitioner and reply of the SDO. The consumer in her application has stated that after disconnection of her premises in 2005, she has not consumed electricity and the amount intimated by the SDO pertains to post disconnection period. The perusal of ledger copy of A/C No. HB-1D-0508 supplied by the SDO indicates that from 11/2005 to 03/2009 i.e. for about three and a half years, the old reading as well as new reading has been shown as 3562 units. In the month of 05/2009, old reading has been shown as 3562 units and the new reading as 3606 units. From 07/2009 to 09/2012 i.e. for about three years and three months, the old reading has been shown as 3606 units and new reading nil. From 11/2012 to 05/2013, some old reading has been shown but there is no new reading in these months. This pattern of the consumption proves the applicant's point that her connection was disconnected prior to November, 2005 and she has not consumed electricity from November, 2005 to May, 2013. This is further corroborated by the reply of the SDO who has admitted that connection of the consumer was disconnected vide PDCO No. 10/2528 dated 26/06/2004 on defaulting amount of Rs.21959/- but the advice of the PDCO was not sent to the billing section and the consumer account was not closed. Therefore, the Forum comes to the conclusion that though the PDCO was physically effected, there was only failure to make entry in the account due to which the consumer has been issued several bills on average basis. The Forum does not appreciate this state of affairs on the part of the respondent.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO not to charge any amount for this period. The SDO is entitled to charge Rs.21959/- which was outstanding against the consumer at the time of effecting PDCO vide No.10/2528 dated 26/06/2004. The SDO is entitled to recover this amount without any surcharge. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 19th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



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Case No. DH/CGRF-1055/2015

Date of Institution: 23.02.2015

Date of Hearing: 05.03.2015, 07.04.2015

& 05.05.2015

Date of Order: 05.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Sultan Singh S/o Late Sh. Jag Ram, V&P.O. Dhani Sanchla, Tehsil, Tohana, Distt., Fatehabad regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Tohana.

2 SDO/Op. Sub-Division, DHBVN, Bhuna.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Representativer of Nodal Officer / CGRF, DHBVN, Hisar
2.Representative of Sub Divn., DHBVN,
Bhuna.



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ORDER

Sh. Sultan Singh S/o Late Sh. Jag Ram, V&P.O. Dhani Sanchla, Tehsil, Tohana, Distt., Fatehabad has got an electricity connection bearing A/C No. DS1D-0065A under SDO/Op. Sub-Division, DHBVN, Bhuna, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he is permanent resident of Dhani Sanchla. The consumer stated that he has the above connection before six months ago and paid the bill regularly. He also stated that his electric meter has jumped some time ago and respondent had issued bill of Rs.13000/- which is not affordable for him. He visited the respondent office but no response has been received till to-day and requested for correction of his bill.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 05/03/2015 at Hisar for hearing of the case.

During the proceedings held at Hisar on 05/03/2015, the consumer was not present but representative of respondent SDO of sub-division was present. The respondent SDO submitted reply along with photo copy of ledger and other details through Nodal Officer/CGRF, DHBVN, vide his office memo No. 296 dated 05/03/2015 which was not in order.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to furnish proper reply alongwith the detail of units consumed and amount of bill deposited by the consumer from the date of connection till date. The premises of the consumer not to be disconnected till decision of the Forum, SDO to attend the Forum on the next date along with proper reply and information sought for. The case was adjourned for next date.

During the proceedings held at Hisar on 07/04/2015, the consumer was not present but the respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 463/64 dated 06/04/2015, stating therein that:

1. The dead stop meter of the complainant was replaced with new meter at 2.00 KWH reading on dated 01/02/2014 vide MCO No. 73/1268. After that the meter reader of HESL has recorded the consumption 140 units during 04/2014, 124 units during 06/2014, 115 units during 08/2014, 117 units during 10/2014. During 12/2014, HESL meter reader has recorded the reading 498 to 2220 (1722 Units). As such, billing of 1722 units was raised for Rs.12950/- payable on 08/01/2015.

Keeping in view the above, it appears that the HESL meter reader has recorded the bogus reading during the months of 04/2014 to 10/2014 and recorded meager consumption during this period. But, there was may be high consumption. As such, it is a case of accumulation of reading. The working of the present meter got checked by the JE of his office and found OK. The connected load of the consumer found 3.172 KW instead of his sanctioned load of 0.500 KW.

2. As per record, consumer has not made any written representation to his office regarding correction of his bill.



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3. It appears from the facts as stated above, that average consumption of the new meter of the complainant comes to be $2220-2=2218/5=444$ units bimonthly. This consumption is justified keeping in view his connected load of 3.172 KW. This fact can be proved from his consumption for the month of 02/2015 which has been recorded as 376 units.

As such, the billing of the complainant is correct. This is not a case of jump of reading, but it is a case of accumulation of reading.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to get the meter checked from M&T Lab and submit its report on the next date of hearing.

To-day, the proceedings held at Hisar on 05/05/2015. The consumer is not present but the representative of respondent SDO is present. The SDO submitted report of M&T Lab through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-1 dated 05/05/2015, which states that the accuracy of meter was checked with reference to various load and voltage. Meter results found within permissible limit and returned back as it is.

The perusal of consumption pattern of the consumer for the month of 5/14, 7/14, 9/14, 11/14, 1/15 & 3/15 indicated that consumption of units was 140, 124, 115, 117, 1722, 376 respectively. The representative of the SDO stated that it is a case of accumulation of reading by the consumer with the connivance of the Meter Reader. However, he could not prove this point by any oral or written evidence. The representative of the SDO stated that the connected load of the consumer was checked on 03/04/2015 and was found 3.172 KW. He stressed that the consumer is consuming more electricity than his permissible sanction load.

After perusal of the record and personal hearing of the representative of SDO, the Forum directs that:-

1. The sanction load of the consumer may be increased keeping in view the electricity apparatus being used by him in his residence.
2. The consumption pattern for three billing cycles i.e. 05/2015, 07/2015 & 09/2015 may be checked and the account of the consumer be overhauled on the basis of pattern of consumption.

The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 5th April, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



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Case No. DH/CGRF-1056/2015

Date of Institution: 26.02.2015

Date of Hearing: 05.03.2015

Date of Order: 05.03.2015.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Satish S/o Sh. Lachhman, Ward No. 11, V&P.O. Narnaund, Distt., Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2 SDO/Op. Sub-Division, DHBVN, Narnaund.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar

2.SDO/Counsel of Sub Divn.,DHBVN, Narnaund.



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ORDER

Sh. Satish S/o Sh. Lachhman, Ward No. 11, V&P.O. Narnaund, Distt., Hisar has got an electricity connection bearing A/C No. ND-1015 under SDO/Op. Sub-Division, DHBVN, Narnaund, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein he is permanent resident of village Narnaund. The respondent had issued bill on average basis which is wrong. He visited the respondent office on 16/02/2015 but no action has been taken. The consumer requested for correction his bill.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 05/03/2015 at Hisar for hearing of the case.

To-day, the proceedings held at Hisar on 05/03/2015. The consumer is not present but the respondent SDO/Counsel is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-1 dated 05/03/2015, stating therein that the petitioner himself is not having any knowledge as to what relief he is seeking by way of present petition and nor any of the bills stands served upon the petitioner on average basis except the bill bearing No. 3458 pertaining to the billing month September, 2013 to November, 2013 which stands issued by the respondent on average basis amounting of Rs.400/- as at the time of taking consumption reading by the concerned meter reader of the respondent, the meter of the petitioner was found dead stop and it is on account of the same, the electricity bill stands issued to the petitioner on average basis. As per the consumption pattern of the petitioner, as per the preceding pattern or succeeding pattern of the same period, an amount is liable to be charged and for the same, the respondent is reserving his right for charging the same as per the instructions of the Nigam. The respondent prayed that the application of the petitioner may kindly be dismissed with costs.

At the time of hearing, the respondent SDO submitted to the Forum a letter addressed to the Chairman, CGRF written by the petitioner stating that his bill has been corrected, he is satisfied and no dispute is pending. He requested for the closure of his case.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decided that the grievances of the consumer has been redressed as per written consent given by the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 5th March, 2015.

(Daljit Singh)
Chairman

(R.V.Bari)
Member

(Satish Malik)
Member



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Case No. DH/CGRF-1057/2015

Date of Institution: 23.02.2015

Date of Hearing: 05.03.2015 & 07.04.2015

Date of Order: 07.04.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V. Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Satish Kumar S/o Sh. Trilok Chand, H.No. 180/18, Mohalla Dogran, Hisar regarding non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division No.1, DHBVN, Hisar.

2 AEE/CCC City Sub-Division, DHBVN, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Counsel.

For the Respondent:

1.Nodal Officer/CGRF,DHBVN,Hisar
2.Representative/Counsel of Sub Divn.,
DHBVN, Hisar.



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ORDER

Sh. Satish Kumar S/o Sh. Trilok Chand, H.No. 180/18, Mohalla Dogran, Hisar has got an electricity connection bearing A/C No. DB01-0326 under AEE/CCC City Sub-Division, DHBVN, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he is paying the current bills regularly and nothing is due. The petitioner had filed the case titled as Satish Kumar V/s Nigam on 29/09/2014 for correction of bills and the same was decided on 07/11/2014 and passed the following operative order:-

“The Forum, therefore, dismisses the case of the consumer but directs the respondent SDO not to recover surcharge on Rs.18113/- for the period commencing from the date of stay granted by DCDRF, Hisar and ending on the date of decision of SCDRC, Panchkula and case is closed from the Forum without any cost”.

After that the petitioner filed an appeal against the order dated 07/11/2014 before the Electricity Ombudsman, Haryana, Panchkula and the appeal of the petitioner was disposed of by passing the following operative order vide order dated 05/02/2015:-

“The appeal is dismissed and order of CGRF will hold good to the extent that surcharge will not be charged from 20/05/2002 (instead of 07/02/2000 as ordered by CGRF) up to 08/02/2009, the date of final order of SCDRC. The cross objections filed by the respondents are not accepted as the same are devoid of merits”.

The petitioner filed an application dated 20/02/2015 before the SDO concerned for compliance of the order, attaching therewith the copy of statement of account for charging the surcharge from the petitioner. But no action has been taken on the application of the petitioner and a bill to the tune of Rs.4,37,690/- received by the petitioner on 23/02/2015 and payable date of the same is 06/03/2015. Not only the above, the electricity connection of the petitioner was disconnected on 24/02/2015/ The petitioner is ready to deposit the bill as per the statement of account attached with the application of dated 20/02/2015 which is as per said order and electricity connection of the petitioner may kindly be restored. However, the petitioner has asked the copy of statement but the Nigam has not supplied the same. The consumer prayed that the application of the petitioner be accepted and electricity connection of the petitioner may kindly be restored.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 05/03/2015 at Hisar for hearing of the case.

During the proceedings held at Hisar on 05/03/2015, the Counsel of consumer as well as respondent SDO/Counsel of sub-division was present. The respondent SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 674 dated 05/03/2015, stating therein that the respondent is intending to comply with the order passed by this Hon'ble Forum on dated 07/11/2014 and also of the order passed by the Ombudsman, Panchkula on dated 05/01/2015 despite the fact that it is the petitioner himself who never came forward to comply with the order passed by the Hon'ble Forum and also of the order passed by the Ombudsman, Panchkula and thereby had not deposited the ordered amount and the respondent looking into the same under due intimation to the petitioner had disconnected his electricity supply.



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-: 2 :-

The respondent in compliance of the order passed by this Hon'ble Forum had required the petitioner to deposit the amount in terms of the order dated 07/11/2014 but it is the petitioner himself who was not satisfied with the order passed by this Hon'ble Forum had not deposited the ordered amount and had approached the Ombudsman, Panchkula and the Ombudsman, Panchkula vide its order dated 05/01/2015 had directed the petitioner to deposit an amount of Rs.18113/- along with surcharge from the date of filing of complaint and till 20/05/2002 and further directed to pay the aforesaid amount along with surcharge from 08/02/2009 till its realization but it is the petitioner himself who had not come forward to make the payment with the respondent towards the ordered amount.

The respondent in compliance of the order passed by the Ombudsman, Panchkula had waived off an amount of Rs.88000/- from the account of the petitioner and even after waiving off the same, the petitioner is bound to pay a sum of Rs.4,25,095/- with the respondent. The petitioner is stressing a stress upon the action of the respondent in effecting disconnection of supply of his electricity before due date despite the fact that the dated 23/02/2015 was a second bill which has been served upon the petitioner after passing of the order by this Hon'ble Forum and the respondent were having due right to effect disconnection upon being committed default by the consumer in making payment of the electricity dues, so the disconnection of the electricity connection of the petitioner is purely legal and the same is in consonance of the standing instructions of the electricity act as well as instructions of the Nigam. As per order passed by the Ombudsman, Panchkula, the petitioner is bound to make payment of Rs.4,25,095/-. The respondent prayed that the petition of the petitioner may be dismissed with costs.

During hearing of the case, calculations brought by both the parties were perused by the Forum. The calculations of the petitioner are prima facie more realistic in terms of decision of Ombudsman, Panchkula.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to accept the amount as per calculations made by the petitioner together with current bill amount and after recovery of amount, to reconnect the premises. After that both the parties will sit together to reconcile the outstanding amount taking help of an independent (mutually agreeable) person to settle the issue on or before the next date of hearing.

To-day, the proceedings held at Hisar on 07/04/2015. The counsel of consumer as well as representative/Counsel of the respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-2 dated 07/04/2015, stating therein that the respondent in compliance of the order passed by Ombudsman, Panchkula has charged a sum of Rs.1,24,733/- and has waived a sum of Rs.3,12,967/- from the account of the petitioner.

The respondent SDO stated that the sundry has been prepared after proper calculation which was agreed by the petitioner and the amount has been deposited by the consumer and connection released. Both the parties stated that there is no further dispute between them.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Telephone No. 01662-223081

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-: 2 :-

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case and keeping in view the reply of the SDO and satisfaction of both the parties, the Forum decides to close the case. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 7th April, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1058/2015

Date of Institution: 02.03.2015

Date of Hearing: 05.03.2015 & 07.04.2015

Date of Order: 07.04.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Karamvir, H.No. 1537, Gali No.3, Surya Nagar, Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division Noll, DHBVN, Hisar.

2 SDO/Op. Sub-Division, DHBVN, Satrod, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer /CGRF,DHBVN,Hisar
2.Representative of Sub Divn.,DHBVN,
Satrod,Hisar.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Karamvir, H.No. 1537, Gali No.3, Surya Nagar, Hisar has got an electricity connection bearing A/C No. SN10-0018A under SDO/Op. Sub-Division, DHBVN, Satrod, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he is a consumer of respondent from the last 35 years and paying the bills regularly in time. The respondent had issued bill in the month of February, 2015 amounting to Rs.49927/- which is wrong. His energy meter is running O.K. The consumer requested the Forum for correction of his wrong bill so that he can pay the bill in time.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 05/03/2015 at Hisar for hearing of the case.

During the proceedings held at Hisar on 05/03/2015, the consumer as well as respondent SDO was present. The respondent SDO could not submit reply due to late receipt of complaint and requested for next date. Request granted.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date as per request of the respondent SDO.

To-day, the proceedings held at Hisar on 07/04/2015. The consumer as well as representative/counsel of the respondent SDO is present. The SDO submitted reply through his Nodal Officer/CGRF, DHBVN, vide his office memo No. Special-1 dated 07/04/2015, stating therein that:-

1. The respondent Nigam had outsourced the meter reading work to M/s HESL and during the billing month of 08/2013 to 06/2014, the reading of the petitioner could not be taken and on account of the same, the petitioner was served the bill on average basis. However, the meter of the petitioner stands changed in the month of June, 2014 and after reading recorded by the new meter, the internal audit conducted by the audit wing of the petitioner, had taken the base month from 08/2014 to 10/2014 and had overhauled the account on the basis of reading recorded by the new meter and had charged a sum of Rs.48121/- and had transferred the same in the account of the petitioner. The petitioner after receipt of the same had come to the office of the respondent and had made his representation against the amount and had requested the respondent to take the base of further few months and the respondent considering the request of the petitioner sympathetically had taken the base month from 06/2014 to 12/2014 and after carrying out necessary entries had charged a sum of Rs.14764/- in the account of the consumer and had refunded a sum of Rs.33357/- which stands charged earlier by taking the base month of 08/2014 to 10/2014 and now the petitioner is bound to pay a sum of Rs.14764/- with respondent.
2. The amount of Rs.14764/- is rightly recoverable from the petitioner and the petitioner is bound to pay the same.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

The consumer stated that he is satisfied after correction of amount by the respondent.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case in view of redressal of grievance of the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 7th April, 2015.

(R.V. Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1059/2015

Date of Institution: 04.03.2015

Date of Hearing: 27.03.2015&27.04.2015

Date of Order: 27.04.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M. Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Ram Chander S/o Sh. Ramji Lal, Village Ladhuwas Ahir,
P.O. Shahramwas, Distt., Rewari regarding replacement of broken pole.

.....Complainant/Petitioner

V/s

1. XEN/Op. Division , DHBVN, Dharuhera.

2.SDO/Op. Sub-Division, DHBVN, Pali (Gothra).

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Representative of Nodal Officer, CGRF,
DHBVN, Hisar.

2.SDO of Sub-Division, DHBVN, Pali (Gothra).



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Ram Chander S/o Sh. Ramji Lal, Village, Ladhuwas Ahir, P.O. Shahramwas, Distt., Rewari has got an electricity connection bearing A/C No. KH51-0289A under SDO/Op. Sub-Division, DHBVN, Pali (Gothra), hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he is a resident of Village, Ladhuwas Ahir, Near Bangadwa under SDO/Op. Sub-Division, DHBVN, Gothra. He stated that pole of his tube well is broken near tube well. He has complained so many times in writing and telephonically to SDO/Op. S/Divn., Gothra regarding replacement of pole but nothing has been heard from his end. The consumer requested the Forum to direct the SDO to replace the broken pole of his tube well at the earliest as he has been suffering a lot due to the broken pole.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/03/2015 at Rewari for hearing of the case.

During the proceedings held at Rewari on 27/03/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-1 dated 27/03/2015, stating therein that the work of the subject cited consumer will be done before the next date of hearing i.e. 27/04/2015.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

To-day, the proceedings held at Rewari on 27/04/2015. The consumer is not present but the respondent SDO is present. SDO stated that the work of the consumer could not be done due to widening of canal path being done by Irrigation Department and committed that the pole will be repaired/replaced before the next date.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum disposes off the complaint with the direction to the respondent SDO to complete the work at the earliest possible time and case is closed. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 27th April, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1060/2015

Date of Institution: 04.03.2015

Date of Hearing: 25.03.2015, 24.04.2015
& 19.05.2015

Date of Order: 19.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Mukesh Kumar, M/s Shakti Industries, Mall Godown Road, Charkhi Dadri, Distt., Bhiwani regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Charkhi Dadri.
2.SDO/Op. City S/Division, DHBVN, Charkhi Dadri.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

1.Representative of Nodal Officer /
CGRF,DHBVN,Hisar
2.SDO/Op. City Sub-Divn., DHBVN, Charkhi
Dadri.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Mukesh Kumar, Prop. of M/s Shakti Industries, Mall Godown Road, Charkhi Dadri, Distt., Bhiwani has got an electricity connection bearing A/C No. CT-41-0010 (LT Industries) under SDO/Op. City Sub-Division, DHBVN, Charkhi Dadri, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he received a notice from the respondent vide his office memo No. 2134 dated 09/02/2015 regarding charging of Rs.342269/- on the behest of audit which is quite vague and un-reasoned. On enquiry from respondent office, he was told that this amount is to be debited to his account for extension of load. He also stated that his load has not exceeded in the year 2013-14 rather it exceeded in the year 2012 due to technical fault. Audit departments of respondent office charged penalty amounting to Rs.1,91,985/- for the year 2012-13. Aggrieved with this, he filed a case with CGRF. The Hon'ble CGRF ordered for the withdrawal of this amount vide order dated 21/08/2014. The problem has risen because his office did not follow the departmental instruction and maximum demand indicator was not re-settled to zero, otherwise there is no excess and MDI stood at 68.6 KW up to 1/2014, so no penalty on this account is chargeable.

He further stated that he applied for extension of his load on dated 06/02/2014 and deposited Rs.99750/- as service connection charges. He got the work done under Self Execution Scheme. So, the amount deposited on account of service connection charges may also be refunded. The consumer applied for the extension of load vide A&A No. 46402/LS on dated 06/02/2014. As per rules of Nigam, his load should have been considered extended after one month as per SMI No. 1.11(2) but there was inordinate delay on the part of Nigam and he has been burdened with un-necessary payment of penalty in the month of 3/2014, 4/2014 and 5/2014 which may also be refunded.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 25/03/2015 at Bhiwani for hearing of the case.

During the proceedings held at Bhiwani on 25/03/2015, the representative of consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 2680 dated 24/03/2015, stating therein that the connection of the consumer has already been disconnected in the month of 6/2014 and Rs.1,14,871/- outstanding against the consumer. The MDI in 2014 found 78.440 KW whereas the sanction load of the consumer is 49.200 KW and the MDI penalty charged as per Nigam's instructions. The service connection charges also are not refundable as per Nigam's instructions. Moreover, the consumer has not mentioned any detail such as period of excess charging etc.

The consumer stated that the reply submitted by the SDO is irrelevant to the issue of the application.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the SDO to submit the detailed reply as per the application of the consumer and to get the data of the meter down loaded from the meter reading agency i.e. SANDS for the period during which the MDI charges was charged in 2012-13 and 2013-14. The consumer is advised to pursue his case of service connection charges on LT connection to HT connection separately so that this issue can be decided accordingly. The case was adjourned for next date.

During the proceedings held at Bhiwani on 24/04/2015, the consumer representative as well as respondent SDO was present. The SDO submitted supplementary reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 2886 dated 24/04/2015, stating therein that as per Forum's proceedings held on 25/03/2015, copy of ledger prepared from Feb., 2014 to March, 2015 with all details and Rs.40524/- refunded to the consumer because the consumer submitted bill of



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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material under self execution scheme. Data of the meter collected from M/s SANDS but there are no proper record in this data and he has further written to SANDS to submit the data relating to MDI.

The SDO stated that the data of meter down loaded from meter reading agency for the period during the MDI charges charged i.e. 2012-13 and 2013-14 have been received from the meter reading agency but this data does not indicate the MDI of any month. He stated that further request has been made to M/s SANDS to supply the data of MDI pertaining to this period i.e. 2012-13 & 2013-14. He requested for next date by which he will produce data of MDI. Request granted.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date on the request of the respondent SDO.

To-day, the proceedings held at Bhiwani on 19/05/2015. The representative of consumer as well as respondent SDO is present. The SDO vide his memo No. 4091 dated 18/05/2015 intimated that the MDI data has not been received from M/s SANDS despite repeated telephonic message to the firm. He verbally stated that he will produce the data on the next date of hearing.

The consumer contended that penalty for exceeding MDI could be charged only when at the time of previous reading of MDI it was set to zero. He produced to the Forum a copy of S/C No. D-40/2001 clause 2 of which states that in case, the maximum load as recorded by the LT electronic meter exceeds the sanctioned load of the consumer, penalty for excess unauthorized load recorded by these meters shall be charged as per provision of S/C No. D-18/2001 for one month only as LT Industrial meter readings are taken every month.

The respondent SDO agreed with the statement of the consumer. In view of the averment made by the consumer, the same accepted by the SDO and records produced to the Forum, the Forum is of the opinion that penalty for exceeding MDI cannot be charged from the consumer without following due process i.e. re-setting the MDI to zero at every time when MDI reading is taken.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to refund the amount of penalty charged from the consumer on this account from 01/04/2013 to the date of conversion of connection to HT category. So far as, the refund of service connection charges is concerned, the Forum is of the opinion that where the respondent Nigam has not incurred any expenditure in releasing connection to the consumer, it is not entitled to recover service connection charges from the consumer. The Forum, therefore, directs the respondent SDO to refund the amount of service connection charges recovered from the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 19th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1061/2015

Date of Institution: 04.03.2015

Date of Hearing: 27.03.2015&27.04.2015

Date of Order: 27.04.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Narayan Vihar Vikash Samiti, H.No. 70, Narayan Vihar, V&P.O. Akera, Tehsil & Distt., Rewari regarding safety problems.

.....Complainant/Petitioner

V/s

1. XEN/Op. Division , DHBVN, Dharuhera.

2.SDO/Op. Sub-Division, DHBVN, Dharuhera.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Representative of Nodal Officer, CGRF, DHBVN, Hisar.

2.SDO of Sub-Division, DHBVN, Dharuhera.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Narayan Vihar Vikas Samiti, H.No. 70, Narayan Vihar, V&P.O. Akera, Tehsil & Distt., Rewari has got an electricity connection bearing A/C No. TA1D-0179 under SDO/Op. Sub-Division, DHBVN, Dharuhera, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that his Dhani Narayan Vihar population is 8-10 thousands. The consumers of Dhani requested for the last 10-12 years for removal of 11KV Lines from the respondent officers but no action has been taken up till now. The consumer stated that the directions has already been given to the respondent by Power Minister, Govt. of Haryana vide No. CMOFF/N/2015/1449 dated 02/02/2015, & a resolution of Gram Panchayat Akera but no action has been taken. The consumer requested the Forum to remove the 11KV lines from the street of Dhani Naryana Vihar.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 27/03/2015 at Rewari for hearing of the case.

During the proceedings held at Rewari on 27/03/2015, the consumer was not present but Sh. Suresh Kumar, JE of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 594 dated 24/03/2015, stating therein that Narayan Vihar Colony was developed by the private colonizers in the revenue record of Village Akera. The said colony is unapproved colony. 11 KV Joniawas feeder emanating from 11KV Switching Sub-station, Mehra is passing over from the colony to feed the supply to Village Akera. The residents of colony made a request to shift the said line as they have constructed their houses underneath the line. On the request of residents of colony, an estimate amounting to Rs.1,23,929/- was prepared to shift the said line. Since, the colony is unapproved and out of village Laldora, therefore, the residents were requested to deposit the estimate cost vide his office memo No. 1312 dated 26/06/2014 being unapproved colony and there is no provision to shift the line passing over from such colonies on Nigam cost. The residents of colony have not yet deposited the cost of estimate. Necessary action to shift the said line will be initiated once the residents deposit the shifting cost of 11KV line.

The JE verbally stated that 11KV line is very old while the residents of Narayan Vihar Colony constructed their houses after the laying of 11KV line.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date due to non-presence of consumer.

To-day, the proceedings held at Rewari on 27/04/2015. The consumer is not present but the respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 841 dated 27/04/2015, stating therein that the consumer has given his consent for getting the 11KV line shifted under self execution scheme. The deposit estimate has been sanctioned by XEN/Op. Division, Dharuhera vide estimate No. DHD-35/15-16 for Rs.1,23,929/-. The 1.5% supervision charges have also been deposited by the consumer vide BA16 No. 167/16312 dated 23/04/2015. As and when the necessary compliance is made out by consumer/contractor, the necessary intimation will be given to Hon'ble Forum.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case in view of reply of the respondent SDO as well as request dated 13.04.2015 of the consumer addressed to SDO. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 27th April, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1062/2015

Date of Institution: 04.03.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Faridabad, M.Road Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. Mathura Road S/Division, DHBVN, Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of M.Road Sub-Divn. Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Mathura Road Sub-Division, DHBVN, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The reply of respondent SDO is not received.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005

Telephone No. 01662-223081

(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

Case No. DH/CGRF-1063/2015

Date of Institution: 04.03.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Faridabad, West Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN,Old Faridabad.

2.SDO/Op. S/Division (West), DHBVN, Sector-19, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. (West) DHBVN, Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division (West), DHBVN, Sector-19, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

"The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid".

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 392 dated 13/03/2015, stating therein that the interest of ACD will be allowed to consumer in next billing cycle i.e. in the month of April, 2015. However, it is requested that the consumer may please be asked to submit the receipt of enhanced ACD deposited by them if any, so that interest could also be given of enhanced ACD.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1064/2015

Date of Institution: 04.03.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Faridabad, Kheri Kalan Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. S/Division, DHBVN, Kheri Kalan.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. Kheri Kalan.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division, DHBVN, Kheri Kalan, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO did not submit reply but a copy of his office memo No. 3024 dated 13/03/2015, addressed to XEN/Op. Division, DHHBVN, Old Faridabad, stating therein that he is unable to give interest of ACD due to old record was produced. He requested XEN to provide original BA16 of connections so that interest of ACD could be given.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1065/2015

Date of Institution: 04.03.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Faridabad, Jawahar Colony Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, NIT Faridabad.

2.SDO/Op. S/Division, Jawahar Colony, Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of J/Colony Sub-Divn. DHBVN, Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division, Jawahar Colony, DHBVN, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The reply of respondent SDO is not received.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1067/2015

Date of Institution: 04.03.2015

Date of Hearing: 30.03.2015

Date of Order: 30.03.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon) (IDC Sub-Division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. City Division , DHBVN, Gurgaon.

2.SDO/CCC, IDC S/Division, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of IDC Sub-Divn., DHBVN, Gurgaon



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached under SDO/CCC, IDC Sub-Division, DHBVN, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. One such, electricity supply code Regulation No. 29/2014 (Instruction No. 4.15.5) and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 clearly provide as follows:-

“The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid”.

The consumer stated that he filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 30/03/2015 at Gurgaon for hearing of the case.

To-day, the proceedings held at Gurgaon on 30/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 2350 dated 30/03/2015, stating therein that the concerned official CC/HC has been directed to cross check the ACD deposited by the firm while applying for new connection. The interest on ACD is usually being credited in consumers accounts in the month of April. As such, the necessary refund of interest of deposited ACD will be credited in next month and the same will be reflected in the bills of May. The consumer is also requested to supply the details of ACD deposited by them in respect of these 46 Nos. connections.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

The Forum is of the opinion that the SDO/XEN should to locate details of 46 Nos. connections at their level as otherwise interest allowed on the basis of detail supplied by the consumer may be prejudicial to the interest of respondent. However, help may be solicited from the consumer subject to further verification from their own record.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 30th March, 2015.

(Daljit Singh)
Chairman

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1068/2015

Date of Institution: 11.03.2015

Date of Hearing: 13.03.2015

Date of Order: 13.03.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. Daljit Singh, Chairman

Sh. R.V.Bari, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon (Ballabgarh, Pali Sub-division) regarding billing problem/Non-compliance of HERC orders.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Ballabgarh.

2.SDO/Op. S/Division, DHBVN, Pali.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. DHBVN, Pali.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon has got electricity connections bearing A/C Nos. as per list attached with complaint under SDO/Op. Sub-Division, DHBVN, Pali, Ballabgarh, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited security amount as per DHBVN Norms at the time of release of connection. The security amount is revised by DHBVN as per consumption pattern and charged in bill as ACD charges. The Hon'ble HERC regularly supplies electricity supply code to DHBVN & UHBVN. According to such, an electricity supply code Regulation No. 29/2014 and Sales Circular No. D-17/2014 of DHBVN dated 18/04/2014 instruction No. 4.15.5 clearly says as under:

4.15.5 Interest on Security Deposit:

"The licensee shall pay interest to the consumer at the Bank rate or more as specified by the Commission payable annually on the consumer's security deposit. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year. The Bank rate shall be calculated by taking average of the Bank rate as on first day and last day of the financial year for which the interest has to be paid".

The consumer filed complaint related to this issue to SDO & XEN. But still he has not received any positive reply or interest amount in any account. The consumer has not received any interest amount since his connection released by DHBVN or date of Security deposited in DHBVN and requested to provide the interest amount of his security deposit as per HERC instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 13/03/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 13/03/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1331 dated 13/03/2015, stating therein that the above complaint will be disposed off within 15 days after checking of all accounts. He requested for next date.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the SDO that departmental instructions about interest on security be followed in letter and spirit and all pending amounts of interest including that for the year 2014-15 be adjusted in April, 2015 in the consumer's bill as per existing instructions. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 13th March, 2015.

(Daljit Singh)
Chairman

(R.V. Bari)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1071/2015

Date of Institution: 11.03.2015

Date of Hearing: 07.04.2015

Date of Order: 07.04.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. M.S. Chauhan, M/s Indus Towers Ltd., SCO No. 34, 1st Floor, Mughal Canal, Karnal regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2 SDO/Op. Sub-Division, DHBVN, Mundhal.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer /CGRF,DHBVN,Hisar
2.SDO of Sub Divn.,DHBVN,Mundhal..



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. M.S. Chauhan S/o Sh. Sewa Singh, M/s Indus Towers Ltd., SCO No. 34, 1st Floor, Mughal Canal, Karnal has got an electricity connection bearing A/C No. KG21-1521/NDS under SDO/Op. Sub-Division, DHBVN, Mundhal, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that:-

1. He has obtained the electric connection in village Kunger to operate the Mobile Tower. A sum of Rs.44707/- is debited in the consumer account by overhauling the same for the month of 11/2012, 1/2013 and 3/2013 by treating the meter as defective. The case consumption is selected as 3435 units per bill. The amount is debited in the account by accepting the half margin No. 55/30 dated 30/10/2013 and the amount is debited in the account in 3/2014.
2. The half margin of the audit is accepted without any verification of working of the meter. The recording of the reading was very erratic during the period which prompted the audit to prepare the half margin treating the meter as defective. The accumulated consumption of 6421 units was recorded in 7/2013. The same meter is still working at the site and the bill is being prepared as per the recorded reading of the meter.
3. The meter is certified to be working correctly and has not been replaced since 1/2012 as per the memo No. 4324/RTI-614 dated 1/9/2014. The meter had become defective in 11/2012, 1/2013 and 3/2013 and became correct from 5/2013 onwards which is very unlikely. There are no such remarks of meter defective in meter reading book even. This clearly means that the meter was working correctly in 11/2012, 1/2013 and 3/2013. The audit action was unnecessary. The half margin of the audit has been accepted without any verification of the working of the meter. It is further submitted that the half margin appears to have been prepared on low consumption and meter suspected to be defective.
4. He was not issued any show cause notice and amount was directly debited in the account. He requested SDO/XEN/SE to withdraw the amount for the last more than 6 months but there is no action at their end.
5. The consumer prayed that the Nigam may be directed to refund the charged amount along with surcharge/interest on the paid amount. The Nigam officials who ignored the instructions of the Nigam and debited the illegal amount for harassing the consumer without verification of the working of the meter may also be ordered to be proceeded against.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 07/04/2015 at Hisar for hearing of the case.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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-: 2 :-

To-day, the proceedings held at Hisar on 07/04/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through his Nodal Officer/CGRF, DHBVN, vide his office memo No. 5392 dated 01/04/2015, stating therein that a sum of Rs.44707/- was debited in the consumer account by overhauling the same for the month 11/2012, 01/2013, 03/2013 by treating the meter as defective against the half margin No. 55/30 dated 30/10/2013.

The case was reviewed on consumer request. It was observed that half margin was charged wrongly. Thereafter case was referred to CGM (Audit), DHBVN, Hisar for according necessary approval for refund of Rs.44707/-. After obtaining the approval from audit wing the amount of Rs.44707/- was refunded vide SC&AR No. 340/118. As on date the consumer account has been setright. There is no dispute against half margin charged already.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides that the grievance of the consumer has been redressed by the respondent SDO and consumer is also satisfied with the reply of the respondent SDO. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 7th April, 2015.

(R.V. Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005

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Case No. DH/CGRF-1072/2015

Date of Institution: 11.03.2015

Date of Hearing: 07.04.2015

Date of Order: 07.04.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Subhash Chander, H.No. 446-P, Sector-15-A, Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division No.1, DHBVN, Hisar.

2 SDO/Civil Line Sub-Division, DHBVN, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer /CGRF,DHBVN,Hisar
2.SDO/Counsel of Sub Divn., DHBVN,
Hisar.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Subhash Chander, H.No. 446-P, Sector-15-A, Hisar has got an electricity connection bearing A/C No. HP01-0131 under SDO/Civil Line Sub-Division, DHBVN, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he has filed a complaint with CCC vide complaint No. 1112/02945 dated 29/01/2015 informing therein that his energy meter is moving fast and jumped continuously since May, 2014. When he received the bill on 03/01/2015, he immediately contacted the JE who in turn changed the meter immediately on 08/01/2015 with the observation that meter was dead. The authority concerned on his complaint has made a refund of Rs.6456/- only after taking the consumption on average basis of last 6 months which he thinks is not appropriate in the eyes of natural justice on the following:-

<u>Period of bill last year</u>	<u>Units consumed</u>	<u>Period of bill this year</u>	<u>Units consumed</u>
7/1/13 to 2/3/13	303	2/1/14 to 3/3/14	402
2/3/13 to 3/5/13	365	3/3/14 to 2/5/14	286
3/5/13 to 4/7/13	868	2/5/14 to 1/7/14	1283
4/7/13 to 4/9/13	888	1/7/14 to 1/9/14	1624
4/9/13 to 5/11/13	572	1/9/14 to 1/11/14	1500
5/11/13 to 2/1/14	349	1/11/14 to 1/1/15	2116

He had pointed out that meter is moving fast/jumped since May, 2014 which the respondent can also imagine from the above comparative chart. He could not understand how the respondent can decide taking the consumption on an average basis from May, 2014. In winter season consumption is always low. In addition to above, the respondent has deducted Rs.250/- from his bill on account of meter testing report which was not given to him. On enquiry, the respondent informed orally that lab report confirmed that meter is dead without mentioning the concrete reasons why it happened. To-day, he has received a bill for consumption of 499 units whereas actual consumption they have shown as 299 units for which he has filed a complaint vide No. 1112/03877 dated 09/03/2015. The authority concerned has not given him any reply of his earlier complaint and just given him a credit of Rs.6456/- in the present bill.

The consumer requested the Forum to look into the matter and give him relief from May, 2014 after taking into consideration the consumption of the same period of last year.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 07/04/2015 at Hisar for hearing of the case.

To-day, the proceedings held at Hisar on 07/04/2015. The consumer as well as respondent SDO/Counsel is present. The SDO submitted reply through his Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-3 dated 07/04/2015, stating therein that the plaintiff had availed the sanctioned load of 11 KW from the Nigam. All the bills so served upon the petitioner were strictly as per the consumption reading recorded by the meter. However, the petitioner had approached the respondent vide his complaint dated 29/01/2015, requesting him to overhaul his account as the meter was moving fast. The respondent had referred the meter to the Lab for checking of accuracy of the meter but the meter of the petitioner found dead stop so the accuracy of the meter could not be checked. However, the respondent Nigam being consumer



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friendly, had overhauled the account of the petitioner after taking base month of September, 2013 to January, 2014 and had adjusted a sum of Rs.20538/- in the consumer account. Now all the grievances of the consumer have been redressed. The respondent prayed that the petition of the petitioner may be ordered to be dismissed.

The consumer also gave his consent in writing that he is fully satisfied with the reply of the respondent SDO.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as per reply received from the respondent SDO as well as written consent of the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 7th April, 2015.

(R.V. Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1073/2015

Date of Institution: 17.03.2015

Date of Hearing: 20.03.2015, 22.04.2015

& 22.05.2015

Date of Order: 22.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Kamal Deep S/o Sh. Virender Sharma, C/o Viom Networks Ltd., Plot No. ITC-6, 1st Floor, Sabiz Square Building, Sector-67, Mohali, Punjab regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/OP. City Division, DHBVN, Sirsa.

2.SDO/Op. City Sub-Division, DHBVN, Sirsa.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer/CGRF, DHBVN,Hisar.
2..SDO of City Sub Divn.,DHBVN,Sirsa



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Kamal Deep S/o Sh. Virender Sharma C/o Viom Networks Ltd., Plot No. ITC-6, 1st Floor, Sabiz Square Building, Sector-67, Mohali, Punjab has got an electricity connection bearing A/C No. T12/MT39-4685 under SDO/Op. City Sub-Division, DHBVN, Sirsa, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that:-

1. He has got an electricity account under City Sub-division, DHBVN, Sirsa in the name of M/s Wireless Info Service.
2. The meter jumped in July, 2014 and he lodged complaint on 31/07/2014.
3. After jumping of meter, he received bill of Rs.4,13,104/- & Rs.23982/- and the same was deposited on 04/09/2014.
4. In September, 2014, the energy meter again jumped and bill raised for Rs.2,87,354/- which was complained of and action taken on his complaint on 29/01/2015.
5. The meter was got checked from M&T Lab, Sirsa and received report of Lab that accuracy of meter cannot be measured.
6. On dated 10/02/2015, the respondent issued notice asking him to deposit Rs.3,31,666/- otherwise his connection would be disconnected.
7. On dated 10/03/2015, his connection has been disconnected.
8. After replacement of meter, two bills were received for 924 and 2103 units.

The consumer also stated that the Sub-division office staff asked to deposit Rs.3,47,691/- . The consumer requested the Forum to overhaul his account on the basis of consumption recorded by new meter and to restore his connection.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 20/03/2015 at Sirsa for hearing of the case.

During the proceedings held at Sirsa on 20.03.2015, the consumer as well as respondent SDO was present. The reply of respondent SDO was not received.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to restore the connection of the consumer and not to effect disconnection till the final decision of this Forum. The case was adjourned for next date.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

During the proceedings held at Sirsa on 22/04/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 721 dated 24/03/2015, stating therein that the consumer had given application for checking of accuracy of meter against complaint No. 340333. Meter was checked by the area In-charge vide LL-1 No. 50/312 dated 08/01/2015 and the same was referred to M&T Lab for verification of accuracy. The joint checking report stated that accuracy of the meter cannot be measured due to internal fault.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concludes that the reply of the SDO is not proper. The Forum directs the respondent SDO to submit proper reply on or before the next date of hearing. In the meantime, the consumer is directed to deposit all pending electricity bill amounts based on the readings of new meter together with current bill. The case was adjourned for next date.

To-day, the proceedings held at Sirsa on 22/05/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1068 dated 29/04/2015, stating therein that the premises of M/s Wireless Tower pertaining to A/C No. MT39/4685-NDS checked by checking team headed by respondent on 15/05/2014. During the checking, working accuracy of meter and reading of meter was shown 174575 and according to this reading actual amount Rs. 218374/- has rightly been calculated and demanded after deducting the amount already paid by the applicant.

The consumer has given an application on 27/05/2014 regarding problem in supply and after that meter was replaced by JE on dated 28/01/2015 and meter was packed in card box and referred to M&T lab, Sirsa for checking of accuracy. The meter was checked by M&T lab in the presence of Manjeet Singh. Accuracy cannot be measured due to internal fault. The SDO, M&T prepared the joint checking report vide No. 171/160 and signed by the team and consumer. In the checking report, the reading was shown as 259546, accordingly actual amount Rs.352807/- has rightly been calculated and demanded after deducting the amount already paid by the applicant.

The connected load of tower is 15.00 KW and supply used 24 hours due to tower. So, there is no any deficiency. The said amount Rs.352807/- is for actual consumption.



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-: 3 :-

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to overhaul the account of the consumer on the basis of consumption of new meter for the period of one year from the date of its installation and current bill be paid regularly by the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 22nd May, 2015.

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1074/2015

Date of Institution: 17.03.2015

Date of Hearing: 03.04.2015&01.05.2015

Date of Order: 01.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Sunder Singh S/o Sh. Rameshwar, V&P.O. Haduwa, Tehsil, Pillu Khera, Distt., Jind regarding refund of excess payment deposited by him.

.....Complainant/Petitioner

V/s

1.Xen/Op. Division, DHBVN, Safidon.

2.SDO/Op. Sub-Division, DHBVN, Pillukhera.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer/ CGRF,
DHBVN, Hisar

2.SDO of Sub Divn., Pillukhera.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Sunder Kumar S/o Sh. Rameshwar, V&P.O. Hadwa, Tehsil, Pillukhera, Distt., Jind has got an electricity connection bearing Account No. HD031A & HD-032A under SDO/Op. Sub-Division, DHBVN, Pillukhera, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that:-

1. He deposited the amount of 8 spans of Rs.56000/- but the respondent had erected only 5 spans. He has been contacting the office for two years for the refund or adjustment of cost of 3 spans but nothing has been done by the Nigam. He requested for refund of excess amount of 3 spans.
2. He further stated that he has got two connections bearing Nos. HD-031A and HD-032A with sanctioned load of 5 KVA each. Earlier T/F of 16.5 KVA capacity was installed at site. Later on due to moving the water level very down, he got his load extended to 12.5 KVA for each connection about two years ago. But since, the T/F is the same of 16.5 KVA, it is not possible to operate both the tube well connections together. He requested for installation of higher capacity T/F.

The complaint was entertained and forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 03/04/2015 at Jind.

During the proceedings held at Jind on 03/04/2015, the consumer as well as representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-1 dated 03/04/2015, stating therein that the revised estimate has been framed to return the excess amount vide sanctioned estimate No. PKL-2/15-16 and PKL-1/15-16 and for the extension of load, the augmentation of T/F estimate has been framed and the requirement of T/F has been sent to XEN/Op., Safidon for taking necessary action.

After going through the case file, the information/documents supplied by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

To-day, the proceedings held at Jind on 01/05/2015. The consumer as well as respondent SDO is present. The SDO submitted supplementary reply stating therein that the load of the consumer has been extended by the augmentation of 16 KVA T/F to 63 KVA T/F and the 63KVA T/F has also been erected on the site. The SDO also submitted that sundry for Rs.21000/- has been prepared in office record for refunding to the consumer as per Nigam norms.

The consumer stated that he wants the refund in cash or by cheque and not through adjustment in his bill. The SDO stated that he will refund the amount in cash or by cheque if an application is received from the consumer for refund of amount duly signed by the two witnesses.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the consumer that he will submit an application to the respondent SDO duly signed by two witnesses and the SDO will refund the amount as per Nigam norms with, however, the liberty to adjust any pending dues on the part of the consumer. So far as, augmentation of T/F is concerned, since the T/F has been augmented from 16 kVA to 63 kVA capacity, the grievance of the consumer is redressed. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 1st May, 2015.

(R.V.Bari)

Chairman

(M.M.Gupta)

Member

(Satish Malik)

Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1075/2015

Date of Institution: 17.03.2015

Date of Hearing: 10.04.2015, 08.05.2015

& 08.06.2015

Date of Order: 08.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of In the matter of complaint of Sh. Anil Kumar, M/s Jai Baba Lal Dass Kisan Sewa Kendra, Garhi Road, Hodel, Distt., Palwal regarding release of new electricity connection (NDS).

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , -DHBVN, Palwal.

2.SDO/Op. S/Division, DHBVN, Hodel.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer, CGRF, DHBVN, Hisar.

2.SDO of Sub-Divn., DHBVN, Hodel.



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ORDER

Sh. Anil Kumar, M/s Jai Baba Lal Dass Kisan Sewa Kendra, Garhi Road, Hodel, Distt., Palwal has applied for new NDS electricity connection bearing receipt No. 269/10317 dated 19/01/2015 under SDO/Op. Sub-Division, DHBVN, Hodal, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he had applied for an electric connection of capacity 7.5 KW NDS category in the name of Jai Baba Lal Dass Kisan Sewa Kendra, Garhi Road Hodel. He deposited Rs.8000/- ACD charges + Rs.6000/- service connection charges + Rs.3438/- other various charges on 19/01/2015 vide receipt No. 269/10317. As per CC of DHBVN, Hodal his site falls under the limits of M.C., Hodal. He also obtained CLU permission from Haryana Government and Nigam's HT Line in front of his site. When after few days, the connection was not installed in his premises, he contacted the DHBVN Hodal Office where the JE concerned told him verbally that he has to deposit the full estimate cost of Rs.1,40,000/-. After that he contacted the SDO, Hodal, who told him that he would write a letter for approval of connection to XEN, Palwal. He contacted the XEN, Palwal on 16/02/2015 who gave him a copy of letter written to SDO, Hodal by his office. He was surprised when he read this letter. The XEN, Palwal wrote to SDO, Hodal to recover the full estimate cost from him under the Sales Circular No. D-12/2014 and condition nos. 4.2.3 & 4.2.4 of T&C of supply. As per the Electricity Supply Code Regulation No. 29/2014, Clause 4.2.3 for individual consumer where supply is given from feeding substation with special line this clause is applicable. This clause is not applicable on him because he is not taking supply through special line from feeding sub-station. As per Clause No. 4.2.4 **"In case of a new connection, the consumer shall bear service connection charges, i.e. the cost of extension of service line from the distribution main to the point of supply"**. He deposited the service connection charges as prescribed by the Nigam. But he did not understand why the XEN, Palwal is demanding the full estimate cost when the Sales Circular No. D-12/2014, 4.2.3 & 4.2.4 of T&C of DHBVN do not say to deposit full estimate cost. He personally contacted the XEN, Palwal but he did not agree with him. He also met SE, Palwal personally but of no result. The consumer requested to release his NDS connection.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 10/04/2015 at Palwal for hearing of the case.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

During the proceedings held at Palwal on 10/04/2015, the consumer as well as XEN, Palwal & respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-1 dated 10/04/2015, stating therein that Sh. Anil Kumar resident of Hodal applied for a new non-domestic connection under his office i.e. SDO/Op. Sub-division, DHBVN, Hodal vide A&A No. 8464/NDS dated 19/01/2015 in the name of firm M/s Jai Baba Lal Dass Kisan Sewa Kendra, Garhi Road, Hodal with applied load of 7.5 KW. The firm deposited the amount of ACD + Meter Cost + Service connection charges + Meter installatkon fee + A&A fee + Cost of MCB and processing charges = Rs.8000+1940+6000+200+10+1128+160 = Rs.17438/-respectively vide BA16 No. 269/10317 dated 19/01/2015. The case file of the consumer was given to area In-charge Sh. Sanjay Kumar, JE for verification of site and preparation of detailed estimate. In between, the consumer made a complaint before the office of XEN/Op. Division, DHBVN, Palwal on dated 22/01/2015 and the same was forwarded to his office on dated 23/01/2015 by XEN office for reply. He replied vide his office memo No. 103 dated 27/01/2015. It is also mentioned that complainant did not take interest to release his connection under self execution schme or tatkal scheme.

On dated 30/01/2015, the consumer visited his office and gave a representation that supply be given to him from urban feeder. As per request of the complainant, the clarification in this matter was forwarded to the XEN/Op. Division, DHBVN, Palwal vide his office memo No. 112 dated 30/01/2015. The XEN/Op. Palwal clarified the matter below noted vide his office memo No. 2380 dated 13/02/2015 **“Go through the sales circular No. D-12/2014, 4.2.3. & 4.2.4 issued by CE/Commercial, DHBVN, Hisar vide his office memo No. Ch-12/SE/C-R/16/279/2005/F-9 dated 12/02/201. It is clear cut instruction of the Nigam that consumer will bear the full cost of estimate from distribution main to point of supply as per sales circular No. D-12/2014, and T&C No. 4.2.3 & 4.2.4. The consumer may be advised on his level if the consumer is ready to bear the full cost of estimate then necessary action may be taken”**.

As per above direction/clarification, the complainant was informed accordingly vide his office memo No. Ch-19/8464 NDS dated 14/02/2015 with c.c. to the XEN, Palwal and also accordingly deposit estimate has been framed amounting to Rs.1,23,125/- and the same was submitted to XEN, Palwal for early sanction being competent authority vide his office memo



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No. 273 dated 17/03/2015. But the XEN, Palwal returned the same with the remarks that release of new connection, estimate should be sanctioned under DOP No.2 which falls under his office competency i.e. amounting to Rs.2 Lacs and further advised that estimate be prepared as per labour rate not as a purely deposit estimate. Hence, the estimate has again been prepared as labour rate amounting to Rs.1,17,112/- and the same was sanctioned vide estimate No. HSD-240/2014-15. The demand notice has been issued to the consumer on dated 30/03/2015. The consumer deposited the cost of estimate Rs.1,17,112/- vide BA16 No. 237/11792 dated 30/03/2015. The SCO has been issued for release of connection vide SCO No. 28/753 dated 31/03/2015 and the requirement of material submitted to the XEN, Palwal vide his office memo No. 381 dated 01/04/2015. As and when the required material is received from divisional store, the connection will be released immediately.

The SDO verbally stated that some of the material has been received and has been sent to site of erection. The consumer protested that all the money deposited by him has not been utilized in the purchase of material till date and he is entitled to get back the cost of material which has not been used. The XEN, Palwal agreed that the cost of material remaining un-used will be returned to the consumer.

After going through the case file, the information/documents supplied by the appellant as well as respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

During the proceedings held at Palwal on 08/05/2015, the consumer as well as respondent SDO was present. The consumer submitted rejoinder stating that he has deposited all the amount required by SDO i.e. Rs.1,17,112/-. He stated that in reference to the connection to be released by him, the SDO, Hodel has sent him a copy of order of XEN/Op. Palwal in which he had intimated that the consumer has to deposit the cost to be incurred from the distribution main to the point of supply. He stated that his connection has been released but from distribution main to the point of supply only cable of 20 meters length and a pole has been installed by the respondent and requested that the SDO/Op., Hodal may be directed to refund his amount which remained unutilized.

The SDO/Op. S/Divn., Hodal vide his memo No. Spl-1 dated 08/05/2015 intimated that NDS connection of the consumer has been released on 18/04/2015 vide SCO No. 28/758 dated 31/03/2015. The supply of the premises has been provided after erection of HT line and pole mounting sub-station as per passed estimate vide No. HSD-240/2014-15 except fuse units and G.O.Switch. The SDO intimated that as and when G.O.Switch and fuse units system are received from the departmental store, the same will be installed on the system immediately.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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During the course of discussion, the consumer drew attention of the Forum towards regulation 4.2.1 of HERC Notification dated 08/01/2014 regulation No. HERC/29/2014 which provides that the licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply including the growth of such demand.

The SDO on the other hand drew attention of the Forum towards regulation 4.2.3 which provides that the cost of extension of distribution main and its upgradation up to the point of supply for meeting the demand of a consumer whether new or existing and any strengthening/augmentation/upgradation in the system starting from the feeding sub-station for giving supply to that consumer shall be payable by the consumer or any collective body of such consumers as per the regulation framed by the commission under section-46 of the Act. The SDO stated that the existing system in the area cannot take further load and for that purpose HT line had to be erected along with pole mounting sub-station. He stated that material has been utilized as per detail given in the estimate except fuse units and G.O.Switch which shall be installed after their receipt from the departmental store. He further stated that nothing is refundable to the consumer.

After going through the case file, the information/documents supplied by the appellant and respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to produce (original) and supply to the Forum, attested copy of the Form-IV and relevant measurement book on or before the next date of hearing i.e. 05/06/2015.

To-day, the proceedings held at Palwal on 08/06/2015. The consumer as well as respondent SDO is present. As directed on the previous date, the SDO produced to the Forum attested copy of Form-IV and electrical measurement book through Nodal officer/CGRF vide memo No. nil dated nil.

The Forum is of the opinion that case of the consumer is covered under regulation 4.2.3 of HERC notification dated 08/01/2014 which states that the cost of extension of distribution main and its upgradation up to the point of supply for meeting the demand of a consumer whether new or existing and any strengthening/augmentation/upgradation in the system starting from the feeding sub-station for giving supply to that consumer shall be payable by the consumer or any collective body of such consumers as per the regulation framed by the commission under section-46 of the Act. However, the Forum is further of the opinion that the cost of items remaining un-utilized on the work should be refunded to the consumer, being his natural right.

A perusal of the estimate framed by the SDO and its comparison with the electrical measurement book supplied by him reveals that the following materials valuing Rs.19312/- is refundable to the consumer after taking into consideration, the reply of the SDO that LT fuse unit and GO switch will be installed later after their receipt from the departmental store.

1. M.S.stay set 8' long with X plate = 3 Nos. @ Rs.734/- = Rs.2202-00



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2. Stay wire 7/8 SWG 30 Kgs. @ 62.09	= Rs.1862-70
3. 11KV LA with clamp 3 No. @ 420/-	= Rs.1260-00
4. Earthing rods 3 Nos. @ 328/-	= Rs. 984-00
5. Catenary wire 35 Kgs. @ 63.40	= Rs.2394-00
6. GSL 8 SWG 10 Kgs. @ 58.60	= Rs. 586-00
7. MS T/F Platform set comp. 1 No. @ 3130/-	= Rs.3130-00
8. M.S.Flat 50x6mm ² 25 Kgs. @ 45.885	= Rs.1147.13
9. MS Nuts & Bolts off size 25 Kgs. @ 60/-	= Rs. 900-00
10.Egg insulator Big size 3 Nos. @ 18/-	= Rs. 54-00
11.Number plat 3 Nos. @ 66/-	= Rs. 198-00
12. Danger plate 3 Nos. @ 66/-	= Rs. 198-00
13. All.thimble off size 28 Nos. @ 19/-	= Rs. 532-00
Total:	= Rs.15447.83
Labour charges 10%	= Rs.1545-00
Overhead charges 15%	= Rs.2317-00
Grand Total :	= Rs.19309-83
Say	= Rs.19310-00

The Forum disposes off the petition with the direction to the respondent that a sum of Rs.19312/- (Rupees nineteen thousand three hundred twelve only) be refunded to the applicant either through cheque or by way of adjustment in his bill/bills and case is closed. The Forum disposes off the petition without any cost on either side and case is closed.

File be consigned to record.

Given under our hands on this day of 8th June, 2015.

(R.V. Bari)
Chairman

(M.M. Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1076/2015

Date of Institution: 24.03.2015

Date of Hearing: 30.03.2015, 29.04.2015
& 29.05.2015

Date of Order: 29.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon) (Maruti Sub-Division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. S/U Division , DHBVN, Gurgaon.
2. SDO//Op. Maruti S/Division, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

- 1.Representative of Nodal Officer, CGRF, DHBVN, Hisar
- 2.Representative of Maruti Sub-Divn., DHBVN, Gurgaon



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connection bearing A/C No. MT01-0070 under SDO/Op. Maruti Sub-Division, DHBVN, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he is receiving bill with wrong MF since 03/2014 and the bill is not prepared as per Nigam instruction due to following reasons:-

1. Meter CT's was changed on 28/02/2014 with new MF 6 as per M&P report dated 28/02/2014.
2. After 28/02/2014, all bills raised by DHBVN with wrong MF.
3. He has filed a complaint to resolve the MF issue & refund the extra amount paid due to wrong MF on dated 09/12/2014.
4. Due to wrong MF, wrong MDI charge was imposed in his bill.
5. This wrong recorded MDI need to be reset.

The consumer requested to resolve the issue and provide correct bill and refund the extra amount paid with interest due to wrong MF as per Nigam instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 30/03/2015 at Gurgaon for hearing of the case.

During the proceedings held at Gurgaon on 30/03/2015, the consumer as well as representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 767 dated 30/03/2015, stating therein that the MF rectified as per MT No. 72/657 dated 28/02/2014 as MFX6 and bill correction vide SC&AR No. 440/59-R amounting to Rs.436821/- is adjusted in consumer account.

The copy of reply of respondent SDO was handed over to the consumer for study and arguments.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

During the proceedings held at Gurgaon on 29/04/2015, the representative of consumer as well as representative of respondent SDO was present. The consumer



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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submitted replication stating therein that as per the reply of the SDO of dated 30/03/2015 an amount of Rs.4,36,821/- has been adjusted in his bill, but actual adjusted amount was Rs.2,33,199/- and the same was again debited in his account in November, 2014. The consumer requested to make fresh sundry till the last wrong bill issued, to apply correct MF and to issue correct bill in future.

The representative of the respondent SDO was not able to offer his comments against rejoinder.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the SDO to remain personally present on the next date of hearing along with reply of the replication and case was adjourned for next date.

To-day, the proceedings held at Gurgaon on 29/05/2015. The consumer as well as representative of respondent SDO is present. The respondent SDO in response to the replication of the consumer submitted on previous date, intimated vide memo No. 396 dated 28/05/2015 that the bill of the consumer has been corrected vide SC&AR No.440/59R and adjusted Rs.43682/- and Rs.196200/- adjusted vide SC&AR No. 65/66R up to 12027 reading.

The consumer stated in writing that he is satisfied with the reply and wants the case to be closed.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as the grievance of the consumer has been redressed. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 29th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1077/2015

Date of Institution: 24.03.2015

Date of Hearing: 30.03.2015, 29.04.2015

& 29.05.2015

Date of Order: 29.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon) (Maruti Sub-Division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. S/U Division , DHBVN, Gurgaon.

2. SDO//Op. New Palam Vihar S/Division, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer, CGRF, DHBVN, Hisar

2.SDO of New Palam Vihar Sub-Divn., DHBVN, Gurgaon



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Proceedings held on 29/04/2015

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connection bearing A/C No. MT01-0001 under SDO/Op. Maruti Sub-Division, DHBVN, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he is receiving bill with wrong MF since 08/2013 and the bill is not prepared as per Nigam instruction due to following reasons:

1. CT meter installed in month of Oct., 2011 as per consumption data with 10 MF.
2. Meter CT's was changed on 18/12/2012 with new MF 6 as per M&P report No. 85/580 dated 18/12/2012.
3. After 18/12/2012, all bills raised by DHBVN with wrong MF.
4. He has filed a complaint to resolve the MF issue & refund the extra amount paid due to wrong MF on date 17/07/2014.
5. Due to wrong MF, wrong MDI charge was imposed in his bill.
6. This wrong recorded MDI need to be reset.
7. Due to wrong MF, high consumption is recorded and as a result when FSA rate was recovered with sundry then wrong sundry was charged due to wrong consumption.
8. A credit of Rs.512937/- given in the month of July, 2014 which was reflected in his October month bill, but credit pending for the bill which was received after Aug, 2014 to till date.

The consumer requested to resolve the issue and provide correct bill and refund the extra amount paid with interest due to wrong MF as per Nigam instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 30/03/2015 at Gurgaon for hearing of the case.

During the proceedings held at Gurgaon on 30/03/2015, the consumer as well as representative of respondent SDO was present. The reply of respondent SDO was awaited.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decided to adjourn the case for next date due to non-receipt of reply of SDO.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

During the proceedings held at Gurgaon on 29/04/2015, the consumer representative as well as representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1021 dated 29/04/2015, stating therein that billing of the consumer corrected vide SC&AR No. 483/59R and adjusted Rs.5,12,937/- up to 18479 reading. Now the area has been transferred to newly created Sub-Division, New Palam Vihar and all data regarding billing has been transferred to New Palam Vihar Sub-Division. So, the respondent requested to transfer the case in New Palam Vihar Sub-Division for further necessary action.

The consumer submitted replication stating that his account No. MT01-0001 has been transferred from G-24 to G-12 (New Palam Vihar Sub Division) as per bill received from DHBVN. He has received bill of Rs.5230710/- of 686160 units on provisional basis due to C1 code (MCO non-compliance). He was issued wrong bill on C1 code from 12/2014. The consumer requested the Forum to consider his replication with his petition and provide him correct reading based bill.

Further, the consumer submitted that as per reply of SDO, a sum of Rs.5,12,937/- has been adjusted. But all bills generated after Aug., 2014 are with wrong MF. Credit of wrong MF after Aug., 2014 is pending and MDI resetting is to be checked.

The representative of the respondent SDO could not reply to these issues.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the SDO that he will issue the correct bill to the consumer and attend the Forum personally on the next date of hearing to apprise the Forum about the action taken by him. The respondent SDO was directed not to disconnect the connection of the consumer until the case is decided by the Forum. The consumer is also directed to see the SDO personally and get the correct bill from the SDO and deposit the amount accordingly. The case was adjourned for next date.

To-day, the proceedings held at Gurgaon on 29/05/2015. The consumer as well as respondent SDO is present. The SDO/Op., New Palam Vihar Sub-Division, DHBVN, Gurgaon (administrative control shifted from Maruti Sub-division, Gurgaon) submitted his supplementary reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.316 dated 29/05/2015, intimating that the bill of the consumer has been rectified vide SC&AR No. 5/1R/GD-66 and Rs.6357686/- adjusted up to 3817 reading. The advice of the reading correction and amount adjustment has been up-dated in the system. The SDO also produced to the Forum a copy of bill No. 29382063 dated 12/05/2015 in support of his reply.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 3 :-

The consumer vide his letter dated 29/05/2015 expressed his satisfaction and requested the Forum to close the case.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, in view of the reply of the SDO and satisfaction of the consumer, the Forum decides to close the case as the grievance of the consumer has been redressed. The Forum disposed off the petition without any cost on either side and case is closed.

File be consigned to record.

Given under our hands on this day of 29th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1078/2015

Date of Institution: 24.03.2015

Date of Hearing: 30.03.2015 & 29.04.2015

Date of Order: 29.04.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon) (Maruti Sub-Division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. S/U Division , DHBVN, Gurgaon.

2.SDO//Op. Maruti S/Division, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer,CGRF, DHBVN, Hisar
2.Representative of Maruti Sub-Divn., DHBVN,
Gurgaon



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connection bearing A/C No. MT01-0065 under SDO/Op. Maruti Sub-Division, DHBVN, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he is receiving bill with wrong MF since 08/2013 and the bill is not prepared as per Nigam instruction due to following reasons:

1. CT meter installed in month of Oct., 2011 as per consumption data with 10 MF.
2. Meter CT's was changed on 16/08/2013 with new MF 6 as per M&P report No. 41/657 dated 16/08/2013 with KWH 13119.
3. After 16/08/2013, all bills raised by DHBVN with wrong MF.
4. He has filed a complaint to resolve the MF issue & refund the extra amount paid due to wrong MF on date 17/07/2014.
5. Due to wrong MF, wrong MDI charge was imposed in his bill.
6. This wrong recorded MDI need to be reset.
7. Due to wrong MF, high consumption is recorded and as a result when FSA rate was recovered with sundry then wrong sundry was charged due to wrong consumption.
8. A credit of Rs.412322/- given in the month of July, 2014 which was reflected in his October month bill, but credit pending for the bill which was received after Aug, 2014 to till date.

The consumer requested to resolve the issue and provide correct bill and refund the extra amount paid with interest due to wrong MF as per Nigam instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 30/03/2015 at Gurgaon for hearing of the case.

During the proceedings held at Gurgaon on 30/03/2015, the consumer as well as representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 765 dated 30/03/2015, stating therein that the MF rectified as per MT No. 41/657 dated 16/08/2013 as MFX6 and bill correction vide SC&AR No. 487/59-R amounting to Rs.412322/- was adjusted in consumer account.

The copy of reply of respondent SDO was handed over to the consumer for study and arguments.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

To-day, the proceedings held at Gurgaon on 29/04/2015. The consumer representative as well as representative of respondent SDO is present.

The consumer submitted rejoinder stating that after Aug., 2014, new sundry is to be made in continuation of previous sundry up to the date of extension of load and MDI is to be reset.

The representative (Sh. Jitender, CA) of SDO agreed to refund the amount becoming refundable from September, 2014 to the date of extension of load and to get the MDI reset.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO as well as consumer to sit together and to work out the amount refundable from September, 2014 till the date of extension of load and directs the SDO to refund the amount (if any) and to reset the MDI of the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 29th April, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1079/2015

Date of Institution: 24.03.2015

Date of Hearing: 30.03.2015 & 29.04.2015

Date of Order: 29.04.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon) (Maruti Sub-Division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. S/U Division , DHBVN, Gurgaon.

2.SDO//Op. Maruti S/Division, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1.Representative of Nodal Officer, CGRF, DHBVN, Hisar

2.Representative of Maruti Sub-Divn., DHBVN, Gurgaon



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connection bearing A/C No. MT01-0057 under SDO/Op. Maruti Sub-Division, DHBVN, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he is receiving bill with wrong MF since 08/2013 and the bill is not prepared as per Nigam instruction due to following reasons:

1. CT meter installed in month of May, 2011 as per consumption data with 0.5 MF.
2. Meter CT's was changed on 29/08/2013 with new MF 0.3 as per M&P report No. 72/657 dated 29/08/2013.
3. After 29/08/2013, all bills raised by DHBVN with wrong MF.
4. He has filed a complaint to resolve the MF issue & refund the extra amount paid due to wrong MF on date 17/07/2014.
5. Due to wrong MF, wrong MDI charge was imposed in his bill.
6. This wrong recorded MDI need to be reset.
7. A credit of Rs.393738/- given in the month of July, 2014 which was reflected in his October month bill, but credit pending for the bill which was received after Aug, 2014 to till date.

The consumer requested to resolve the issue and provide correct bill and refund the extra amount paid with interest due to wrong MF as per Nigam instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 30/03/2015 at Gurgaon for hearing of the case.

During the proceedings held at Gurgaon on 30/03/2015, the consumer as well as representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 766 dated 30/03/2015, stating therein that the MF rectified as per MT No. 72/657 dated 29/08/2013 as MF 0.30 and bill correction vide SC&AR No. 486/59-R amounting to Rs.393738/- was adjusted in consumer account.

A copy of reply of respondent SDO was also handed over to the consumer for study and arguments.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Telephone No. 01662-223081

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-: 2 :-

To-day, the proceedings held at Gurgaon on 29/04/2015. The consumer representative as well as representative of respondent SDO is present.

The consumer submitted rejoinder dated 29/04/2015, stating that the amount up to Aug., 2014 has been refunded by the SDO but amount from September, 2014 to March, 2015 is still to be refunded. The consumer also stated that subsequent bills should be issued by the SDO after applying correct MF.

The representative (Sh. Jitender Kumar, CA) of SDO stated that the amount refundable from September, 2014 to March, 2015 will be refunded and subsequent bill will be issued by applying correct MF.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case with the direction to the respondent SDO to refund the excess amount charged for the September, 2014 to March, 2015 (if any) as per Nigam records and to issue future bills after applying correct MF. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 29th April, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1080/2015

Date of Institution: 24.03.2015

Date of Hearing: 30.03.2015&29.04.2015

Date of Order: 29.04.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indust Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon) (Maruti Sub-Division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. S/U Division , DHBVN, Gurgaon.

2.SDO//Op. Maruti S/Division, DHBVN, Gurgaon.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1.Representative of Nodal Officer, CGRF, DHBVN, Hisar

2.Representative of Maruti Sub-Divn., DHBVN, Gurgaon



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., Building No. 10B, 9th Floor, DLF Cyber City, Gurgaon has got electricity connection bearing A/C No. MT01-0116 under SDO/Op. Maruti Sub-Division, DHBVN, Gurgaon, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he is receiving bill with wrong MF since 12/2012 and the bill is not prepared as per Nigam instruction due to following reasons:

1. CT meter installed in month of September, 2013 as per MTI No. 657/93.
2. After 18/12/2012, all bills raised by DHBVN with wrong MF.
3. A bill of units 43900 was raised by DHBVN in the month of June, 2014 but S code units were not adjusted in his bill.
4. He has filed a complaint to resolve the S code billing issue & refund the extra amount paid by registered post.

The consumer requested to resolve the issue and provide correct bill and refund the extra amount paid with interest due to wrong MF as per Nigam instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 30/03/2015 at Gurgaon for hearing of the case.

During the proceedings held at Gurgaon on 30/03/2015, the consumer as well as representative of respondent SDO was present. The reply of respondent SDO was awaited.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date due to non-receipt of reply of SDO.

To-day, the proceedings held at Gurgaon on 29/04/2015. The representative of consumer as well as representative of respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1022 dated 29/04/2015, stating therein that billing of the consumer issued on 'S' code basis from 10/2013 to 04/2014. But the average billing amount not adjusted. Now, the average billing amount Rs.2,54,633/- is adjusted vide SC&AR No.22/66R.

The consumer submitted that he is satisfied with the reply of SDO and he does not want to pursue the case further.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decided to close the case in view of the reply of SDO as well as written consent of the consumer that he is satisfied and does not want to pursue the case further. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 29th April, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1081/2015

Date of Institution: 01.04.2015

Date of Hearing: 15.04.2015&12.05.2015

Date of Order: 12.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., H.No. 1923, Village, Lakkarpur, Faridabad (M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) (Faridabad, M.Road, Palla Sub-division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. S/Division M. Road, Palla, DHBVN, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1.Representative of Nodal Officer,CGRF,
DHBVN, Hisar

2.SDO of Sub-Divn. M.Road, Palla, DHBVN, Old
Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Indus Tower Ltd., H. No. 1923, Village Lakkarpur, Faridabad (M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) has got electricity connection bearing A/C No. MRTW-0066 (NDS) under SDO/Op. Sub-Division Mathura Road, Palla, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he received excess billing of month 12/2010 to 05/2014, but excess billing not credited in his account. Detail is as under:-

Month	12/2010 to 05/2014	KWH Billed	203160
KWH to be billed for this period	13778x10		137780
	Adjustable Unit= 203160-137780	65380	
	Amount adjustable	396203/-	

The consumer requested the Forum to resolve the issue and provide the correct bill as per Nigam's instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/04/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 15/04/2015, the consumer as well as respondent SDO was present. The SDO reply was awaited.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date with the direction to respondent to furnish reply by the next date.

To-day, the proceedings held at Faridabad on 12/05/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 3898 dated 11/05/2015, stating therein that the billing of the consumer has been corrected by his office vide SC&AR No. 69/R-46 and adjusted Rs.396203/- and consumer is satisfied for this adjustment as per his written consent.

The consumer has also given written consent that he is satisfied with the adjustment/reply of the respondent SDO.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decided to close the case as per reply submitted by the respondent SDO as well as written consent given by the consumer as his grievance has been redressed by the respondent SDO. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 12th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1083/2015

Date of Institution: 01.04.2015

Date of Hearing: 15.04.2015, 12.05.2015 &
12.06.2015

Date of Order: 12.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Bharti Infratel Ltd., KHASPA NO. 47, Agwanpur, S.Vihar, Faridabad (M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) (Faridabad, M.Road, Palla Sub-division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. Tilpat S/Division M.Road, DHBVN, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1. Nodal Officer,CGRF, DHBVN, Hisar

2. SDO of Tilpat Sub-Divn. M.Road, DHBVN, Old Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, (M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) has got electricity connection bearing A/C No. TPN4-0005 (NDS) in the name of M/s Bharti Infra under SDO/Op. Tilpat Sub-Division, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that:-

1. Wrong amount charged in sundry against A/C No. TPN4-0005.
2. He was issued bill with sundry charges Rs.606530/- of the period 2/2014 to 09/2014. On checking it has been observed that excess amount charged in his account. Detail is as under:-

Sundry No.	Month	Amount charged
39/R3	2/2014	137917
75/R-3	8/2014	11318
2/R-20	9/2014	457925
	Total	606530

Period 5/2012 to 8/2014

Unit to be billed	KWH Billed	KWH Chargeable	Amount chargeable
28146-7403= 20743x10=207430	149525	57905	411125

Amount charged= 606530/-

Excess amount charged = 606530-411125= 195405/-

The consumer requested the Forum to resolve the issue and provide the correct bill as per Nigam's instructions after adjusting the excess amount in his account.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/04/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 15/04/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1895 dated 10/04/2015, stating therein that cross verification of subject cited account carried out and it is revealed that consumer bearing A/C No. TPN4-0005 was billed with taking MF-1, but actual MF of the consumer was 10 instead of 1 as per M&P report. Hence, after getting noticed, the same by official, Sh. Sumer Yadav, LDC charged an amount of Rs.137917/- vide SC&AR No. 39/R-3 for the period of 06/13 to 12/2013 with taking actual MF-10.

After that an amount of Rs.11318/- again charged vide SC&AR No. 75/R-3 on MDI excess i.e. load recorded 28.3 KW instead of S/L 20 KW and an amount of Rs.457295/- again charged vide SC&AR No. 2/R-20 against half margin by IAP vide H.M. No. 75/47 on account of LL-1 No. 06/1462 on finding of wrong MF i.e. MF taken 1 instead of 10 against short billing of 61382 units.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to appear personally on the next date of hearing.

During the proceedings held at Faridabad on 12/05/2015, the representative of consumer as well as respondent SDO/representative was present. The SDO stated that his office has already submitted reply on the previous date.

The consumer stated that he is not satisfied with the reply of respondent SDO and will submit his replication on or before the next date of hearing and requested for next date.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decided to adjourn the hearing for next date.

To-day, the proceedings held at Faridabad on 12/06/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted supplementary reply through Nodal



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Officer/CGRF, DHBVN, vide his office memo No. 2067 dated 11/06/2015, which is the same as already submitted vide his memo No. 1895 dated 10/04/2015 with the addition that after scrutiny of the consumer's account on visit of complainant in the office of respondent on dated 11/06/2015, it is revealed that the amount was wrongly charged for 198187 units for the period 05/2012 to 08/2014 and 09/2014 to 06/2015 instead of actual chargeable units 145532. Hence, total chargeable amount was Rs.928494/- but wrongly charged an amount of Rs.1264433/-. Now an amount of difference which is actually not chargeable and wrongly charged of Rs.335938/- is hereby adjusted in consumer account vide SC&AR No. R-3/130 and now complainant is agreed with this action taken on his complaint.

The consumer has also submitted his written consent that he is satisfied with the action of SDO and now he does not want any further argument on this issue and requested for closure of the case.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as per reply submitted by the respondent SDO as well as written consent submitted by the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 12th June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1084/2015

Date of Institution: 01.04.2015

Date of Hearing: 15.04.2015 & 12.05.2015

Date of Order: 12.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Idea Cellular, H.No. 19, Lakkarpur, Faridabad (M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) (Faridabad, M.Road, Palla Sub-division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. S/Division M.Road, Palla, DHBVN, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1.Representative of Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. M.Road, Palla, DHBVN, Old Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, (M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) has got electricity connection bearing A/C No. MRTW-0056 (NDS) in the name of M/s Idea Cellular Ltd. under SDO/Op. Sub-Division Mathura Road, Palla, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that:-

1. Excess billing made against A/C No. MRTW-0056 in the name of M/s Idea Cellular Ltd.
2. He was issued excess billing of month 10/2013 & 4/2011 to 6/2012, but excess billing not credited in his account. Detail is as under:-

Month	10/2013	KWH Billed	3323x15	65935
Period	4/2011 to 6/2012	KWH billed		112326
		Total KWH billed		178261
Month	10/2013	KWH to be billed	3323x15	49845
Average base	10/2010 to 2/2011	i.e. 30761/3=	10254 KWH bi-monthly.	
Period	4/2011 to 6/2012	KWH to be billed	10254x8	82032
		Total KWH to be billed		131877
		Adjustable unit=	178261-131877=	46384
		Amount adjustable		302011

The consumer requested the Forum to resolve the issue and provide the correct bill as per Nigam's instructions after adjusting the excess amount in his account.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/04/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 15/04/2015, the consumer as well as respondent SDO was present. The SDO reply was awaited.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date with the direction to respondent to furnish reply by the next date.

To-day, the proceedings held at Faridabad on 12/05/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 3897 dated 11/05/2015, stating therein that as per request of consumer, the billing of the consumer has been corrected by his office vide SC&AR No. 147/R-46 and adjusted Rs.321905/- and consumer is satisfied for this adjustment as per his written consent.

The consumer has also given written consent that he is satisfied with the adjustment/reply of the respondent SDO.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decided to close the case as per reply submitted by the respondent SDO as well as written consent given by the consumer as his grievance has been redressed by the respondent SDO. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 12th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1085/2015

Date of Institution: 01.04.2015

Date of Hearing: 15.04.2015 ,12.05.2015&
12.06.2015

Date of Order: 12.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Idea Cellular, Tilpat, Faridabad (M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) (Faridabad, M.Road, Palla Sub-division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. Tilpat S/Division M.Road, DHBVN, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1. Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. M.Road, Palla, DHBVN, Old Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, (M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) has got electricity connection bearing A/C No. TPN4-0018 (NDS) in the name of Ideal Cellular Ltd. under SDO/Op. Tilpat Sub-Division, Mathura Road, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he has received unjustified high bill with sundry charges of Rs.473264/- in 02/2014.

1. The detail shows that his account is overhauled from month of 04/2013 to 01/2014.
2. To be billed units has been taken wrong because his current unit in 01/2014 is 8268 with MF-6, but the CA has taken $11078 \times 6 = 66468$ units which is wrong.
3. Extra 960 units added in sundry which makes no justification in sundry.
4. It is requested to provide the actual detail, calculation of these sundry charges & correct the billed units in sundry.

The consumer requested the Forum to resolve the issue and provide the correct bill and refund the extra charged amount as per Nigam's instructions.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/04/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 15/04/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1896 dated 10/04/2015, stating therein that cross verification of subject cited account carried out and it is revealed that consumer bearing A/C No. TPN4-0018 was billed with taking MF-1, but actual MF of the consumer was 6 instead of 1 as per M&P report. Hence, after getting noticed, the same by official, Sh. Sumer Yadav, LDC charged an amount of Rs.473264/- vide SC&AR No. 39/R-3 for the period of 03/2013 to 01/2014 with taking actual MF-6.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

During the proceedings held at Faridabad on 12/05/2015, the representative of consumer as well as respondent SDO was present. The SDO submitted supplementary reply vide his office memo No. 2961 dated 11/05/2015, stating therein that the consumer bearing A/C No. TPN4-0018 was billed with taking MF-1, but actual MF of the consumer was 10 instead of 1 as per M&P report. Hence, after getting the same noticed by official, Sh. Sumer Yadav, LDC against LL-I No. 23/1462 dated 7/4/14 the amount of Rs.910114/- was charged vide SC&AR No. 58/R-3 against short units billed of 122163 @ Rs.7.30 per unit and again an amount of Rs.912923/- has been charged against checking report LL-1 No. 12/2008 dated 31/08/2013 vide SC&AR No. 30/R-20 and half margin No. 68/87/2013.

Now, after cross verification of said account records, it is revealed that an amount of Rs.912923/- has wrongly been charged against checking report LL-1 No. 12/2008 dated 31/08/2013 which does not relate to the above account vide SC&AR No. 30/R-20. It might be due to clerical mistake and request for approval to refund this charged amount is being forwarded to XEN/Op. Divn., DHBVN, Greater Faridabad as well as XEN/OP. Divn., DHBVN, Old Faridabad.

The consumer stated that he is not satisfied with the adjustment/reply of the respondent SDO and will submit his replication on or before the next date of hearing and requested for next date.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decided to adjourn the hearing for next date.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Telephone No. 01662-223081

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To-day, the proceedings held at Faridabad on 12/06/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted supplementary reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 2065 dated 11/06/2015, stating therein the same thing as already submitted vide his memo No. 1896 dated 10/04/2015 with the addition that after scrutiny of the consumer's account on visit of complainant in the office of respondent on dated 11/06/2015, it is revealed that the amount has wrongly charged for 66468 units instead of actual chargeable units 49608. Hence, total chargeable amount was Rs.289011/- but wrongly charged an amount of Rs.473264/-. Now an amount of difference which is actually not chargeable and wrongly charged of Rs.184253/- is hereby adjusted in consumer account vide SC&AR No. R-3/129 and now complainant is agreed with this action taken on his filed complaint.

The consumer has also submitted his written consent that he is satisfied and now he does not want any further argument on this issue and requested for closure of the case.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as per reply submitted by the respondent SDO as well as written consent submitted by the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 12th June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1086/2015

Date of Institution: 01.04.2015

Date of Hearing: 15.04.2015 ,12.05.2015&

12.06.2015

Date of Order: 12.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s HUTHISSION ESSAR, TE, Mobile Service Ltd., NR BOHRA Public School, Ballabgarh, Faridabad (M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) (City-II Sub-division, Ballabgarh) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Ballabgarh.

2.SDO/Op. City-II S/Division DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1 Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of City-II Sub-Divn. DHBVN, Ballabgarh.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, (M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) has got electricity connection bearing A/C No. TW21-0027 (NDS) in the name of M/s HUTHISSION ESSAR, TE, Mobile Service Ltd. under SDO/Op. City-II Sub-Division, DHBVN, Ballabgarh, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that:-

1. He received high bill in month of Dec-2014 and wrong sundry charges of Rs.507472/-.
2. He has not received any details of sundry charges which was imposed on this connection during this period.
3. But now he has received a bill of Rs.1045061/- with arrear of Rs.941960/- which has no detail and justification to him.

The consumer requested the Forum to resolve the issue and provide the correct bill as per Nigam's instructions, so that actual bill payment can be done and to avoid unnecessary forcing to disconnect the supply against non-payment.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/04/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 15/04/2015, the consumer as well as representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 273 dated 15/04/2015, stating therein that a sum of Rs.507472/- charged on account of difference of Meter Multiplier Factor from 3/2014 to 11/2014 against Half Margin No. 08/180 dated 8/12/2014. It is further added that the consumer account for the period 1/2013 to 3/2013 was already corrected vide SC&AR No. R59/220 and adjusted Rs.215958/- but billing cell posted Rs.15958/- in the month of 5/2013, hence balance amount Rs.2,00,000/- will be adjusted in bill for the month of 5/2015.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

During the proceedings held at Faridabad on 12/05/2015, the representative's of consumer as well as respondent SDO was present.

The consumer stated that he has not received a copy of reply of respondent SDO which was given by the SDO on the previous date. The Forum directed the representative of the Nodal Officer to provide a copy of SDO reply to the consumer which was provided by him then and there.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

To-day, the proceedings held at Faridabad on 12/06/2015. The representative of consumer as well as respondent SDO is present.

Since even after receipt of reply of SDO on the previous date, the applicant failed to submit his replication, he was asked as to why the case should not be closed on the basis of reply of SDO. The consumer agreed verbally for closure of the case.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 12th June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1087/2015

Date of Institution: 01.04.2015

Date of Hearing: 15.04.2015 & 12.05.2015

Date of Order: 12.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Bharti Cellular, H.No. 2587, A-Green Field, Faridabad (M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) (Faridabad, M.Road, Palla Sub-division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. S/Division M.Road, Palla, DHBVN, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1.Representative of Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. M.Road, Palla, DHBVN, Old Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, (M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) has got electricity connection bearing A/C No. MRTW-0017 (NDS) in the name of M/s Bharti Cellular Ltd. under SDO/Op. Sub-Division Mathura Road, Palla, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that:-

1. Average billing done against L-code against A/C No. MRTW-0017.
2. He was issued bill of month 7/2013 & 10/2013 on average basis on L-code, but average billing not credited in his account. Detail is as under:-

Month	L-code Unit	Amount adjustable
7/2013	16006	152168
10/2013	21402	113802
	Total	265970

Total adjustable amount = Rs.265970/-.

The consumer requested the Forum to resolve the issue and provide the correct bill as per Nigam's instructions after adjusting the excess amount in his account.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/04/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 15/04/2015. The consumer as well as respondent SDO was present. The SDO reply was awaited.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date with the direction to respondent to furnish reply by the next date.

To-day, the proceedings held at Faridabad on 12/05/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 3895 dated 11/05/2015, stating therein that the billing of the consumer has been corrected by his office vide SC&AR No. 70/R-46 and adjusted the amount Rs.254049/- and consumer is satisfied for this adjustment as per his written consent.

The consumer has also given written consent that he is satisfied with the adjustment/reply of the respondent SDO.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decided to close the case as per reply submitted by the respondent SDO as well as written consent given by the consumer as his grievance has been redressed by the respondent SDO. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 12th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1088/2015

Date of Institution: 01.04.2015

Date of Hearing: 15.04.2015, 12.05.2015 &
12.06.2015

Date of Order: 12.06.2015.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Bharti Televentures, A-PUR DAIRY, Faridabad (M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) (Faridabad, M.Road, Palla Sub-division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. S/Division M.Road, Palla, DHBVN, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. M.Road, Palla, DHBVN, Old Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, (M/s Indus Tower Ltd., Building No. 10, Tower B, 9th Floor, DLF Cyber City, Gurgaon) has got electricity connection bearing A/C No. MRTW-0028 (NDS) in the name of Bharti Televenture under SDO/Op. Sub-Division Mathura Road, Palla, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that:-

1. He has an electricity connection bearing A/C No. MRTW-0028 with DHBVN.
2. Through sundries, DHBVN office refunded amount of wrong billing for the period 3/2013 to 11/2013, but on checking, it has been found that less amount was refunded in his account against this period.

The consumer requested the Forum to resolve the issue and provide the correct bill as per Nigam's instructions, so that actual bill payment can be done and avoid unnecessary forcing to disconnect the supply against non-payment.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/04/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 15/04/2015, the consumer as well as respondent SDO was present. The SDO reply was awaited.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date with the direction to respondent to furnish reply by the next date.

During the proceedings held at Faridabad on 12/05/2015, the representative of consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.3905 dated 12/05/2015, stating therein that the consumer bill has already been corrected by his office and admissible amount of refund has been given to the consumer and Rs.197359/- wrongly charged vide SC&AR No. 134/R-28 has been refunded by his office in 08/2014.

The consumer stated that he is not satisfied with the reply of respondent SDO and will submit his replication on or before the next date of hearing and requested for next date.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decided to adjourn the hearing for next date.

To-day, the proceedings held at Faridabad on 12/06/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 4059 dated 12/06/2015, stating therein that the account of the consumer has been overhauled from 03/2013 to 11/2013 on the basis of FR and as per actual consumption refunded amount Rs.692485/- credit to consumer account in the next energy bill for 07/2015 vide SC&AR No. 183/R-46.

The consumer has also submitted his written consent that he is satisfied and does not want any further argument on this issue and requested for closure of the case.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as per reply submitted by the respondent SDO as well as written consent submitted by the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 12th June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1089/2015

Date of Institution: 01.04.2015

Date of Hearing: 15.04.2015 & 12.05.2015

Date of Order: 12.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Idea Cellular, NHPC-Chowk, Faridabad (M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) (Faridabad, M.Road, Palla Sub-division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. S/Division M.Road, Palla, DHBVN, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1.Representative of Nodal Officer,CGRF,
DHBVN, Hisar

2.SDO of Sub-Divn. M.Road, Palla, DHBVN, Old
Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, (M/s Indus Tower Ltd., Building No. 10, Tower B, 9th Floor, DLF Cyber City, Gurgaon) has got electricity connection bearing A/C No. MRTW-0018 (NDS) in the name of M/s Idea Cellular Ltd. under SDO/Op. Sub-Division Mathura Road, Palla, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that:-

1. Excess billing made against A/C No. MRTW-0018 in the name of M/s Idea Cellular Ltd.
2. He was issued excess billing of month 3/2012 to 4/2014, but excess billing not credited in his account. Detail is as under:-

Period 3/2012 to 4/2014	KWH Billed	169983
KWH to be billed for this period=(9499-524)x12		107700
KWH adjustable=169983-107700 =		62283
Amount adjustable		412936/-

The consumer requested the Forum to resolve the issue and provide the correct bill as per Nigam's instructions after adjusting the above amount in his account.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/04/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 15/04/2015, the consumer as well as respondent SDO was present. The SDO reply was awaited.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date with the direction to respondent to furnish reply by the next date.

To-day, the proceedings held at Faridabad on 12/05/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.3896 dated 11/05/2015, stating therein that as per request by the consumer, the billing of the consumer has been corrected by his office vide SC&AR No. 68/R-46 and adjusted the amount Rs.377453/- and consumer is satisfied for this adjustment as per his written consent.

The consumer has also given written consent that he is satisfied with the adjustment/reply of the respondent SDO.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decided to close the case as per reply submitted by the respondent SDO as well as written consent given by the consumer as his grievance has been redressed by the respondent SDO. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 12th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1091/2015

Date of Institution: 01.04.2015

Date of Hearing: 15.04.2015 , 12.05.2015 &
12.06.2015

Date of Order: 12.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, M/s Bharti Infratel Ltd., Shiv Colony, Faridabad (M/s Indust Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) (Faridabad, Tilpat Sub-division) regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. Tilpat S/Division, DHBVN, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Representative.

1.Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Tilpat Sub-Divn. M.Road, DHBVN, Old Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Dhananjay Kumar Mishra S/o Sh. Shyam Bihari Mishra, (M/s Indus Tower Ltd., Building No. 10, 9th Floor, DLF Cyber City, Gurgaon) has got electricity connection bearing A/C No. TPN4-0023 (NDS) in the name of M/s Bharti Infratel Ltd. under SDO/Op. Tilpat Sub-Division, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that:-

1. He received high bill in month of May, 2014 with sundry charges Rs.910114/- of the period 10/2010 to 4/2014.
2. An amount of Rs.902849/- again charged of the period 10/2010 to 4/2014 in the billing month 10/2014.
3. Rs.910114/- charged in his account with flat rate Rs.7.30 instead of different tariff rate from 10/2010 to 2014 as per DHBVN Circulars.

The consumer requested to use actual unit rate for charging the period 10/2010 to 2014 and also adjust the double amount charged of the month 10/2010 to 4/2014.

The consumer requested the Forum to resolve the issue and provide the correct bill as per Nigam's instructions so that actual payment can be done and to avoid unnecessary forcing to disconnect the supply against non-payment.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/04/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 15/04/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1897 dated 10/04/2015, stating therein that cross verification of subject cited account was carried out and it was revealed that consumer bearing A/C No. TPN4-0023 was billed with taking MF-1, but actual MF of the consumer was 10 instead of 1 as per M&P report. Hence, after getting noticed, the same by official, Sh. Sumer Yadav, LDC against LL-1 No. 23/1462 dated 07/04/2014 charged an amount of Rs.912923/- vide SC&AR No. 20/R-30.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

During the proceedings held at Faridabad on 12/05/2015, the representative of consumer as well as respondent SDO was present. The SDO verbally stated that the case of refund of the consumer has been prepared and sent to XEN/Op. Divn., DHBVN, Old Faridabad but the same was awaited.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

To-day, the proceedings held at Faridabad on 12/06/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 2064 dated 11/06/2015, stating therein that the consumer account No. TPN4-0023 was billed with taking MF-1 but actual MF of the consumer was 10 instead of 1 as per M&P report. Hence, after getting noticed the same by official, Sh. Sumer Yadav, LDC against LL-1 No. 23/1462 dated 07/04/2014 and charged an amount of Rs.910114/- vide SC&AR No. 58/R-3 against short units billed of 122163 @ Rs.7.30 per unit and again an amount of Rs.912923/- was charged against checking report LL-1 No. 12/2008 dated 31/08/2013 vide SC&AR No. 30/R-20 and half margin No. 68/87/2013.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Now after cross verification of above said account's records, it is revealed that an amount of Rs.912923/- has wrongly charged against checking report LL-1 No. 12/2008 dated 31/08/2013 which is not related with subject cited account vide SC&AR No. 30/R-20 might be due to clerical mistake and request for approval to refund this charge has been forwarded to XEN/Op. Divn., DHBVN, Greater Faridabad vide his memo No. 2067 dated 10/06/2015 again.

The consumer has also submitted his written consent that he is satisfied with the action of SDO and now he does not want any further argument on this issue and requested for closure of the case.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as per reply submitted by the respondent SDO as well as written consent submitted by the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 12th June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005

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Case No. DH/CGRF-1092/2015

Date of Institution: 01.04.2015

Date of Hearing: 15.04.2015 & 12.05.2015

Date of Order: 12.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. R.C.Duggal, H.No. 189, Sector-22, Faridabad regarding shifting of 11 KV line from H.No. 163 to 219.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, NIT, Faridabad.

2.SDO/Op. S/Division No. 3, DHBVN, NIT, Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Representative of Nodal Officer,CGRF,
DHBVN, Hisar

2.SDO of Sub-Divn. No.3, DHBVN, NIT,
Faridabad.



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ORDER

Sh. R.C. Duggal, H.No. 189, Sector-22, Faridabad has filed a complaint to this Forum that he deposited Rs.2.13 Lakhs in Sector-22, Faridabad for shifting of 11 KV line from H.No. 163 to 219 which falls under SDO/Op. Sub-Division No.3, DHBVN, NIT, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited Rs.2.13 Lakhs towards cost of shifting of 11 KV line vide Receipt No. 22220913322 dated 25/09/2013 but till to-day, this line has not been shifted. The consumer requested for taking necessary action to settle this old pending dispute.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/04/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 15/04/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1762 dated 08/04/2015, stating therein that the site was got checked by him and it has been found that the 11KV line which is crossing over the house No. 163 to 219 is encroached of M.C.F. This matter is pending with HUDA and MC, Faridabad authorities as this encroached land was to be sold to residents of the area at collector rate as per the decision of the Hon'ble Court. The MC, Faridabad has written a letter in regard to the Administrator, HUDA to settle the issue but till now this matter has not been decided.

Keeping in view the above circumstances, the shifting of 11KV line is not feasible.

The consumer Sh. R.C.Duggal submitted replication as follows:-

The consumers of Economical Weaker Section (EWS) houses applied for shifting of this line and deposited Rs.213807/- on 25/09/2013 in response to the advertisement in the news papers for voluntarily getting lines shifted. In this connection, he submitted the following few points again in support of their case:-

1. Now after a lapse of 2 years, the Nigam has miserably failed to shift this line on the pretext of failure to get permission from MC, Faridabad.
2. Why the permission was not sought before asking them to deposit shifting charges and when they deposited this money, the Nigam is finding lame and illogical excuses.
3. The present high tension wire land belongs to the Govt. and land in which it is sought shifting also belongs to Govt. where already 6 electric lines and as many as 4 T/Fs. are existing in and around the park. It is also worth mentioning that in many other sectors high tension wires are passing over the parks. Lives of thousands of residents are in danger. Nigam is a technical department and has to work on technical lines & should not shy away from saving the lives of thousands of peoples from any future disaster.
4. It is also added that this line is on iron poles and almost 40 years old and required to be shifted on cemented poles. Moreover, out of 9 poles, three poles have already been replaced.
5. Regarding in occupation of the Govt. land, it is pointed out that the MC, Faridabad has already taken decision to allot this land and forwarded the proposal to HUDA.
6. This Govt. land matter has even gone to Pb. & Haryana High Court who also many years back directed to consider the transfer of adjoining land.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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The consumer stated that in the light of above few facts, DHBVN is requested to approach a human and technical attitude and shift this line on priority basis.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

To-day, the proceedings held at Faridabad on 12/05/2015. The consumer as well as respondent SDO is present. The SDO submitted reply vide his office memo No.1955 dated 12/05/2015, stating therein that the HT line cannot be shifted due to un-authorized encroachment of Govt. land as decided by the Hon'ble Court. The matter is pending with the District Administrator and the complainant. Hence, the Forum has no jurisdiction to decide the case.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum finds that in view of letter memo No. MCF/EE-IV/2015/92 dated 20/03/2015 of Commissioner, MC, Faridabad addressed to SE/Op. Circle, DHBVN, Faridabad vide which the Commissioner, MCF has not permitted DHBVN to shift the HT line to discourage the encroachment of MC land, the respondents cannot be directed to shift the 11KV line. However, the Forum directs the respondent SDO to refund the amount deposited by the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 12th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1093/2015

Date of Institution: 01.04.2015

Date of Hearing: 15.04.2015 & 12.05.2015

Date of Order: 12.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Chander Singh S/o Sh. Dharam Pal, V&P.O. Kheri Kalan, Faridabad regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. S/Division, Kheri Kalan, DHBVN, Old Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Representative of Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. Kheri Kalan, DHBVN, Old Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Chander Singh S/o Sh. Dharam Pal, V&P.O. Kheri Kalan, Faridabad has got electricity connection bearing A/C No. KK11-1732 under SDO/Op. Sub-Division Kheri Kalan, DHBVN, Old Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he has deposited continuously 5 electricity bills payment under the waiver of scheme of pending bills but the respondent stated that his bill does not fall under the waiver of scheme, so his bill cannot be waived off. The consumer stated that if his bill does not fall under this scheme why the respondent had accepted his bill after correction. The consumer requested the Forum to give him the benefit of waiver of scheme and waive off pending bills.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/04/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 15/04/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 34 dated 15/04/2015, stating therein that the consumer gave the application for one time settlement of defaulting amount according to S/C No. D-2/2014, which contains the following conditions of waiver:-

1. The benefit of the scheme will only be given if minimum 50% of the households are covered by way of having valid electric connections and meters actually shifted outside the premises. These consumers should also be asked to sign an undertaking that they will have no objection for installation of pillar box.
2. The scheme will be applicable to the RDS consumers and village will be treated as a unit for the purpose of extending benefit of scheme i.e. settlement of account.

The connection detail is given below:-

S. No.	Name of Village	No. of House	No. of connection	Connected Def Amt.	Permanent Def Amt.	No. of consumer who opted the scheme	No. of house without connection	No. of consumer who paid the bill.
1.	Kheri Kalan	1103	904	52.46	40.38	17	199	377

So, the consumers who opted for the scheme is less than 50% and according to S/C No. D-2/2014, the scheme is not applicable for this consumer.

After going through the case file, the information/documents supplied by the appellant on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date with the direction to the SDO to produce necessary instructions (of DHBVN) to the Forum on the next date of hearing.

To-day, the proceedings held at Faridabad on 12/05/2015. The consumer as well as respondent SDO is present. The SDO produced CE/Commercial, DHBVN, Hisar Sales Circular No. D-2/2014. After the perusal of the circular, the Forum finds that the reply of the SDO is in accordance with the contents of the circular.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case and under the circumstances of above Sales circular, the Forum cannot direct the SDO to give the consumer benefit of waiver scheme. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 12th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1094/2015

Date of Institution: 01.04.2015

Date of Hearing: 24.04.2015&19.05.2015

Date of Order: 19.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Vijay Singh S/o Sh. Sube Singh, V&P.O. Atela Naya, Tehsil, Charkhi Dadri, Distt., Bhiwani regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Charkhi Dadri.
- 2.SDO/Op. City S/Division, DHBVN, Atela Kalan.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer / CGRF,DHBVN,Hisar

2.Representative of SDO/Op. City Sub-Divn., DHBVN, Atela Kalan.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Vijay Singh S/o Sh. Sube Singh, V&P.O. Atela Naya, Tehsil, Charkhi Dadri, Distt., Bhiwani has got an electricity connection bearing A/C No. B36 Old A/C No. ANLS-1, INHT-0011 under SDO/Op. City Sub-Division, DHBVN, Atela Kalan, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that the local audit has changed tariff from HT category to NDS category which is wrong being the connection released before 3 years ago in HT industrial category and bill paid regularly. But now the Nigam is issuing bills on NDS tariff and requested for charging on HT industrial tariff.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 24/04/2015 at Bhiwani for hearing of the case.

During the proceedings held at Bhiwani on 24/04/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.445 dated 15/04/2015, stating therein that the consumer applied for new connection under HT (industrial) category with the applied load 100 KW vide application No. 13794 LS dated 21/09/2012, the connection of the applicant has been released under HT industrial category after completion of all Nigam formality vide SCO No. 93/987 dated 02/01/2013. After releasing the connection, the consumer paid his billing amount regularly. On dated 31/01/2014, the Nigam audit team visited his office for checking the office record. During this audit it has been observed the audit party that above said account is used for milk chilling plant so connection is under NDS code. The difference of tariff has been charged under half margin No. 16/120 dated 31/01/2014. After this, the consumer approached to his office regarding his tariff code. His office sent his representation to the higher authority to set right his grievance. The copy of respondent reply is also handed over to the consumer.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

To-day, the proceedings held at Bhiwani on 19/05/2015. The consumer as well as representative of respondent SDO is present. The consumer reiterated that he had applied connection under HT Industry category which has been released by the department after checking all aspects and observing the documents minutely. The consumer contended that had he been using electricity for only milk chilling plant, his connection could have fallen in NDS category. However, the consumer contended that not only the job of milk chilling plant is done but production of Ghee, Dhahee, butter etc. is also being done. The contention of the consumer is also corroborated by SE/Op. Circle, Bhiwani memo No. 13/B-5C dated 24/06/2014 which was written by him to the Chief Auditor, DHBVN, Hisar intimating that the connection of the consumer comes under the Industrial category instead of NDS category as per S/C No.29/2013. He further stated that the audit party framed wrong half margin and recommended to drop the same.

Placing reliance on the A&A Form, other connected record like test report, service connection order and SE/Op. Circle, Bhiwani memo referred above, the Forum is of the opinion that the connection of the consumer falls under HT Industry category instead of NDS category.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to raise bills on the tariff applicable in HT Industry category. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 19th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1095/2015

Date of Institution: 01.04.2015

Date of Hearing: 17.04.2015, 15.05.2015,

16.06.2015 & 14.07.2015

Date of Order: 14.07.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Parvesh Singh S/o Sh. Ramesh Chand, M/s Maha Laxmi Industries, 2 KM Stone, Rambas Road, Narnaul regarding illegal charged peak load hours.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.
2.SDO, City Sub-Division, DHBVN, Narnaul.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1. None.

1. Nodal Officer /CGRF, DHBVN, Hisar

2. SDO of City S/Divn., DHBVN, Narnaul.



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ORDER

Sh. Parvesh Singh S/o Sh. Ramesh Chand, M/s Maha Laxmi Industries, 2 KM Stone, Rambas Road, Narnaul has got an electricity connection bearing A/C No. L1/HT-0003 under SDO, City Sub-Division, DHBVN, Narnaul, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the Nigam had issued Sales Circular No. D-3/2010 dated 28/04/2010. Some policy was framed in respect of power consumption during peak load hours. In para NO. 10, it was clearly instructed to the SDO's that all the HT consumers may be intimated by the respondent SDO of above terms & conditions through a notice to avoid any complication at a later stage. The SDO issued notice to the HT consumers including the applicant, vide his letter No. 5538 dated 26/07/2010, which was received by him on 29/07/2010.

In view of above notice, it was desired by the respondent office to apply for seeking permission for load dispensation during peak load hours and accordingly, he applied for grant of dispensation on 09/08/2010 which was duly received by the office. Accordingly he did not make any delay in the application. On that very date the Assistant Lineman Sh. Dharmender Sharma took the reading on the spot which was also duly noted on the copy of his application in his possession. The respondent SDO fixed the units limit at 1531 as per above circular vide his letter No. 2500 dated 11/08/2010.

On dated 19/11/2011, a memo bearing No. 5538 dated 20/09/2011 enclosed with a half margin of internal audit department item No. 2010/99/15 of 18/11/2010, mentioning therein to have imposed an amount of Rs.34896/- on account of peak load units consumption for the months of May, June & July, 2010 for an imaginary calculation, as also mentioned in the audit note. The consumer stated that he was informed in the end of July, 2010 and as such the DHBVN has no locus standi to charge for a period for which the party has not been intimated. As such, this is a clear proof of harassment by the respondent office and in addition to waiving off the above demand, necessary enquiry be made for the lapses made as mentioned to above and fix the responsibility on the proper person for the losses faced by the DHBVN.

In bill dated 06/02/2015, sundry charge Rs.70730/- were added. In this regard any letter not issued by Nigam and amount charged by audit party is totally wrong. The consumer wrote letters to the SDO/XEN but no reply by the department. Jan., 2010 to April, 2010, FSA charges were 0.9 paisa, but Nigam charged in his bill 0.46 paisa. In this regard his excess charges of FSA refunded in his account.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 17/04/2015 at Narnaul for hearing of the case.

During the proceedings held at Narnaul on 17/04/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-2 dated 17/04/2015, stating therein that the amount charged to the consumer is from the Head office, Hisar. At that time, the detail is not available in his office and requested for next date for submission of reply. Request granted.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to furnish proper reply on or before the next date of hearing.

During the proceedings held at Narnaul on 15/05/2015, the consumer as well as representative of respondent SDO was present. The representative of respondent SDO



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intimated that SDO could not submit reply due to his joining in recent past i.e. few days ago. He has requested that one more date may be given to submit proper reply. Request granted.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to submit proper reply within a week to the Nodal Officer with a copy to the consumer so that proper hearing can be done by the Forum on the next hearing. If proper reply is not submitted by the next date, case will be decided ex-parte.

During the proceedings held at Narnaul on 16/06/2015, the consumer as well as representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.662 dated 15/06/2015, stating therein that the audit party has made a half margin No.14/99 dated 18/11/2010 and charged Rs.34896/- for peak load charges which is according to Nigam rules. The respondent has charged Rs.61000/- of fix load charges which is old load and decrease load difference. Accordingly, a letter was written to billing agency for correction of bill. As and when, the correct bill is received from billing agency, the same will be sent to consumer. The amount Rs.8758/- has been charged in the consumer account due to rate revision as per Nigam instructions.

When asked about the date of notice issued to the consumer regarding peak load hours, the representative (CA) of the respondent SDO requested for adjournment of the case because he will intimate about the same after consultation of official record. The respondent was told that it would be the last opportunity to submit the proper reply and case was adjourned for next date. SDO was directed to remain personally present on the next date.

To-day, the proceedings held at Narnaul on 14/07/2015. The consumer is not present but respondent SDO is present. The SDO submitted reply to the Forum through Nodal Officer/CGRF, DHBVN, vide his office memo No.868 dated 10/07/2015, stating therein that a sum of Rs.34896/- was charged by the audit party by half margin No. 14/99 dated 18/11/2010 on account of peak load charges which according to the rules of the Nigam are correct. The consumer was informed about such charges vide memo No. 5538 dated 20/09/2011.

After hearing the respondent, the Forum is of the opinion that it is against the law of natural justice to make recovery from the consumer without giving prior notice. The respondent SDO failed in the first instance in giving timely notice at the time when instructions of the department about peak load charges conveyed vide S/C No. D-3/2010 dated 28/04/2010 were received and such notice was given to the consumer vide memo No. 5538 dated 26/07/2010/. Had such prior notice been timely given to the consumer, he could have planned his electricity consumption properly. Another notice to the consumer was given only after amount was charged by the audit party.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to charge peak load charges only after 26/07/2010 i.e. the date on which the notice was issued to the consumer. The amount recovered as peak load charges for the period prior to 26/07/2010 may be refunded to him and case is closed. The Forum disposed off the petition without any cost on either side.

File be consigned to record.

Given under our hands on this day of 14th July, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1096/2015

Date of Institution: 01.04.2015

Date of Hearing: 03.04.2015,01.05.2015,

04.06.2015,01.07.2015&

04.08.2015

Date of Order: 04.08.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Sidharth Sharma S/o Sh. Keshav Sharma, Wireless TT Info, Kherri Sappa, Jind (C/o Networks Ltd., Plot No. ITC-6, 1st Floor, Sabiz Square Building, Sector-67, Mohali, Punjab) regarding billing problem.

.....Complainant/Petitioner

V/s

1.Xen/Op. Division, DHBVN, Narwana.

2.SDO/Op. Sub-Division, DHBVN, Uchana.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

1. Nodal Officer/CGRF, DHBVN, Hisar

2. SDO of Sub Divn., Uchana.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Sidharth Sharma S/o Sh. Keshav Sharma, Wireless TT Info, Kherri Sappa, Jind (C/o Networks Ltd., Plot No. ITC-6, 1st Floor, Sabiz Square Building, Sector-67, Mohali, Punjab) has got an electricity connection bearing A/C No. J34TC90-0041 under SDO/Op. Sub-Division, DHBVN, Uchana, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that a sum of Rs.370377/- has been wrongly charged in his account on the behest of half margin issued by the respondent. He has stated that this amount is wrongly levied and department has disconnected his premises on account of his failure of deposit the amount. He has requested to restore the supply and issue bill for correct amount after withdrawing the half margin.

The complaint was entertained and forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 03/04/2015 at Jind.

During the proceedings held at Jind on 03/04/2015, the consumer as well as respondent SDO was present. The reply of the SDO was not received.

After going through the case file, the information/documents supplied by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to restore the supply of the consumer by getting the arrear amount deposited from him excluding the amount charged by audit party till the decision of Forum. The consumer has been directed to deposit the amount within 15 days so that his connection could be restored. The case was adjourned for next date.

During the proceedings held at Jind on 01/05/2015, the representative of consumer as well as SDO/representative of respondent was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 189 dated 01/05/2015, stating therein that as per direction given by the Forum his office has restored the supply of tower on dated 08/04/2015 after deposit of the arrear bill by the consumer. The consumer has also deposited his current bill amounting to Rs.49377/- on dated 27/04/2015.

Forum finds that the reply of the SDO is not proper as it is totally silent about the chargeability of amount charged by the audit party through half margin.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to submit suitable para-wise reply on or before the next date of hearing. The case was adjourned for next date.

During the proceedings held at Jind on 04/06/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 422 dated 01/06/2015, stating therein that a sum of Rs.370377/- has wrongly charged in his account on the account of half margin issued by internal audit department. He has stated that amount is wrongly levied and department has disconnected his premises on account of failure to deposit the amount. The consumer has been directed to deposit the amount within 15 days to restore the electricity connection.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005

Telephone No. 01662-223081

(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

In view of direction given by the Forum, the connection has been got restored vide reconnection order 87/620. So complaint resolved partially. Now after going through the case file and document on record, it was found that in the month of 08/2013 reading taken by the meter reader of HESL is 92807 with D code. After that internal audit party raised the half margin No. 24/129/2015 and pointed out that from 07/2011 to 07/2013 less reading was recorded in consumer account and the amount got charged from IR 1 to 92807 from 07/2011 to 08/2013 which comes to Rs.370377/-. Now to ascertain the actual reading in the month of 06/2013 & 08/2013 MCO No. 96/5118 was got inspected but in MCO there was no reading. It is reported in MCO that the reading not visible and reason for the change of meter was dead stop.

It is further added that while calculating the average consumption of 13 billing cycle from 08/2011 to 08/2013, it comes out to be 7139/bimonthly billing and while calculating the average consumption/month with formula $15 \text{ KW} \times 8 \times 8 \times 25$ assessment of energy consumption comes out to be 2400/month i.e. 4800/bimonthly. But connection is that in the month of 06/2013 reading taken in the reading sheet is 91593 (new) and 23310 (old) which was taken into account by internal audit party while charged the amount, but it is pertinent to mention that difference of 68283 units reading in the month of 06/2013 does not seem to be apparently valid.

So, in view of above facts and record available, it is requested to honorable Forum that case may be decided keeping in plausibility and by taking valid ground by assessing the energy consumption on the average basis/month regarding overhauling of consumer account from 07/2011 to 08/2013 as the difference of 68283 readings in the month of 06/2013 seems to be on higher side or the case may be decided by honorable Forum as the Forum thinks fit by keeping in view above facts and documents on record.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to submit consumption pattern from August, 2011 to till date on or before the next date of hearing.

During the proceedings held at Jind on 01/07/2015, the consumer was not present but respondent SDO was present. The SDO submitted the consumption pattern for the period 07/2011 to 08/2013. The SDO stated that the account of the consumer will be overhauled on the basis of average consumption of one year prior to the date of installation of new meter. After overhauling the account excess amount charged, if any, will be refunded to the consumer.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, since the consumer is not present, the case is adjourned for next date with the direction to the respondent SDO to intimate the Forum amount refunded to the consumer and supply detail to the Forum also. If the consumer does not attend the Forum on next date, the case will be decided ex-parte.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 4 :-

To-day, the proceedings held at Jind on 04/08/2015. The representative of consumer as well as respondent SDO is present. As directed on the previous date, the SDO submitted detail of calculations made by him. As per the calculations, a sum of Rs.216502/- is refundable to the consumer. The SDO stated that the consumer has not been depositing the bill since 10/2014 except the amount directed by the Forum after filing the case in the Forum.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to recover arrears of bill from the consumer after giving credit of the amount already recovered during the hearing of the case and a sum of Rs.216502/- as per calculations now submitted. The surcharge is not to be charged on the refundable amount i.e. Rs.216502/- and the consumer is directed to deposit the difference amount. The case is closed from the Forum. The Forum disposes off the petition without any cost on either side.

File be consigned to record.

Given under our hands on this day of 4th August, 2015.

(R.V.Bari)
Chariman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1097/2015

Date of Institution: 01.04.2015

Date of Hearing: 07.04.2015, 05.05.2015

& 10.06.2015

Date of Order: 10.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Atma Ram Bishnoi S/o Sh. Tulsi Ram, H.No. 96, Sunder Nagar, Barwala Road, Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division No.1, DHBVN, Hisar.

2 SDO/Op. City Sub-Division, DHBVN, Hisar.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer / CGRF,DHBVN,Hisar
2.SDO/Counsel of Sub Divn.,
DHBVN, Hisar.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Atma Ram Bishnoi S/o Sh. Tulsu Ram, H. No.96, Sunder Nagar, Barwala Road, Hisar has got an electricity connection bearing A/C No. OH11-SN01-0423 under SDO/Op. City Sub-Division, DHBVN, Hisar, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he has a domestic connection in his father's name Sh. Atma Ram Bishnoi. He has deposited his energy bill regularly approximately Rs.1700-1750. But the respondent had issued bill of Rs.10438/- in the month of 01/2015 for bimonthly period of Nov.-Dec., 2014. It shows that meter has jumped and requested for correction of bill on the basis of his previous consumption.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 07/04/2015 at Hisar for hearing of the case.

During the proceedings held at Hisar on 07/04/2015, the consumer as well as representative/counsel of respondent SDO was present. The reply of respondent SDO not received.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to furnish proper reply and to get the meter checked from M&T lab and put up report for perusal of the Forum. The case was adjourned for next date.

During the proceedings held at Hisar on 05/05/2015, the consumer as well as representative/counsel of the respondent SDO was present. The SDO stated that the reply could not be prepared due to change of Software by Tech-Mohendra and requested for next date. Request granted.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date with the direction to SDO to furnish reply on or before the next date otherwise ex-parte decision will be given by the Forum.

To-day, the proceedings held at Hisar on 10/06/2015. The consumer as well as respondent SDO/Counsel of the respondent is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1498 dated 05/06/2015, stating therein that all the bills in dispute stand strictly issued as per the consumption reading recorded by the meter installed at the premises of the petitioner. However, as desired by the petitioner, the meter in question stands referred to the M&T lab for checking the accuracy of the meter and the M&T lab vide its report dated 01/05/2015 had shown their inability to get checked the accuracy of the meter due to display of the meter found defective.

He prayed that the petition of the petitioner may be dismissed.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the SDO to overhaul the account of the consumer on the basis of reading recorded by the new meter in coming three cycles. The Forum disposes off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 10th June, 2015.

(R.V. Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1099/2015

Date of Institution: 03.04.2015

Date of Hearing: 07.04.2015,05.05.2015

& 10.06.2015

Date of Order: 10.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Om Parkash S/o Sh. Inderjeet, R/o Mandi Saniyan, Hansi regarding release of new electricity connection(DS).

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2 SDO/Op. City Sub-Division, DHBVN, Hansi.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1. Nodal Officer / CGRF,DHBVN,Hisar

2.SDO of Sub Divn., DHBVN, Hansi.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Om Parkash S/o Sh. Inderjeet, R/O Mandi Saniyan, Hansi has applied for domestic electricity connection bearing App. No. 348338836514/DS under SDO/Op. City Sub-Division, DHBVN, Hansi, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he constructed shed for his animals in his agriculture land. He is a farmer and he wants to take domestic connection for the shed of his animals in agriculture land. He deposited security of Rs.1010/- along with Jamabandi, Intkal and NOC of his brothers. The respondent had written a letter vide No. 4523 dated 21/02/2015, asking him to deposit as development charges Rs.25/- per square yard i.e. $20 \times 605 = 12100 \times 25 = \text{Rs.}3,25,000/-$. The consumer stated that it is agriculture land not the land of Urban or plot area and requested the Forum to release his connection because on agriculture land, no development charges are leviable.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 07/04/2015 at Hisar for hearing of the case.

During the proceedings held at Hisar on 07/04/2015, the consumer as well as representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 38/39 dated 06/04/2015, stating therein that:

1. The applicant has not applied for agriculture connection rather it is in DS category.
2. The applicant has submitted a plan of construction which is normally used in Municipal Committee while seeking construction approval.
3. The applicant on one side asks for ignoring development charges and on another hand he submits construction plan.
4. The piece of land at which connection is sought is totally intact i.e. one and has a common entry for whole land.

Hence, in view of above, the notice of depositing the development charges is genuine.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to appear personally on the next date of hearing. The case was adjourned for next date.

During the proceedings held at Hisar on 05/05/2015, the consumer as well as respondent SDO was present. The SDO stated that at present the consumer has submitted the ownership proof with intact land of 20 canals. If the consumer wants to use the electric supply within a limited area for any purpose, he should come with the proper separate registered documents of that limited area and apply under proper category.

The consumer stated that he wants to construct the shed for his animals in his agricultural land and on that connection, no development charges are leviable. He requested the Forum to release his domestic connection.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to produce to the Forum the instructions of levy of development charges on or before the next date of hearing.

To-day, the proceedings held at Hisar on 10/06/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-1 dated 10/06/2015, stating therein that the connection of the consumer has been released. He requested to close the case.

The consumer also gave in writing that his work has been done, he is satisfied and requested for closure of the case.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, in view of the reply of the SDO and satisfaction letter of the consumer, the case is closed from the Forum. The Forum disposes off the petition without any cost on either side.

File be consigned to record.

Given under our hands on this day of 10th June, 2015.

(R.V. Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1100/2015

Date of Institution: 07.04.2015

Date of Hearing: 05.05.2015&10.06.2015

Date of Order: 10.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Surinder Singh S/o Sh. Kaur Singh, M/s Wireless TT Info Service Ltd., Bass, Tehsil, Hansi, Distt., Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2 SDO/Op. Sub-Division, DHBVN, Mundhal.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1. Nodal Officer / CGRF, DHBVN, Hisar
2.SDO of Sub Divn., DHBVN, Mundhal.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Surinder Singh S/o Sh. Kaur Singh, M/s Wireless TT Info Service Ltd., Bass, Tehsil, Hansi, Distt., Hisar has got an electricity connection bearing A/C No. H34-BS21-3013 under SDO/Op. Sub-Division, DHBVN, Mundhal, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his energy meter installed outside on pole but the respondent sub-division issued bill on average basis from the last so many months while his energy meter is O.K. The complainant gave an application for correction of his bill but no action has been taken by the respondent up till now. After that he gave an application under RTI in June, 2014. On RTI application, the respondent overhauled his account and issued bill of Rs.465/-. The respondent issued next bill on dated 28/08/2014 in which Rs.258569/- was shown less and bill for Rs.14634/- was issued which has been deposited by him. The consumer further stated that the respondent issued bill on average basis after 25100 units and again charged amount of bill dated 28/08/2014. In March, 2015, the respondent again issued bill of Rs.144271/-. The consumer requested for correction of his bill and overhauling of account.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 05/05/2015 at Hisar for hearing of the case.

During the proceedings held at Hisar on 05/05/2015, the consumer as well as respondent SDO was present. The reply of the SDO was not proper.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to submit proper para-wise reply of the plaint and submit the same on or before the next date of hearing, otherwise ex-parte decision will be given by the Forum. The Forum further directed the SDO not to disconnect the connection of the consumer and current bill be accepted till the final decision of the Forum.

To-day, the proceedings held at Hisar on 10/06/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 5785 dated 09/06/2015, stating therein that the account of the consumer has been overhauled. The amount of Rs.103000/- has been refunded/adjusted vide SC&AR No. 77/124 dated 07/06/2015 in the account of the consumer. The consumer is satisfied as per his consent. He attached the copy of satisfaction letter of consumer with his reply.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as per reply received from the respondent SDO along with written consent of the consumer that his grievance has been redressed. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 10th June, 2015.

(R.V. Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1101/2015

Date of Institution: 07.04.2015

Date of Hearing: 05.05.2015 & 10.06.2015

Date of Order: 10.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Surinder Singh S/o Sh. Kaur Singh, M/s Wireless TT Info Service Ltd., Singwah, Tehsil, Hansi, Distt., Hisar regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Hansi.

2 SDO/Op. Sub-Division, DHBVN, Mundhal.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer / CGRF,DHBVN,Hisar

2.SDO of Sub Divn., DHBVN, Mundhal.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Telephone No. 01662-223081

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ORDER

Sh. Surinder Singh S/o Sh. Kaur Singh, M/s Wireless TT Info Service Ltd., Singwah, Tehsil, Hansi, Distt., Hisar has got an electricity connection bearing A/C No. H34-SG21-0858 under SDO/Op. Sub-Division, DHBVN, Mundhal, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his energy bill always issued by the respondent on reading basis but in the month of November, 2013, the respondent issued bill of Rs.185628/- by showing display faulty of energy meter for the period from 01/2012 to 07/2013. But his energy meter was O.K. of said period and bills were coming on reading basis. The consumer represented to the respondent regarding wrong billing on which the respondent reduced some amount but in March, 2015, the respondent again charged the same amount. In the month of December, 2014, he received a notice that his account has been audited by the audit party and Rs.37234/- again charged. The consumer requested the Forum for correction of his wrong bill and till then the connection may not be disconnected.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 05/05/2015 at Hisar for hearing of the case.

During the proceedings held at Hisar on 05/05/2015, the consumer as well as respondent SDO was present. The SDO submitted reply which was not appropriate.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to submit proper para-wise reply of the plaint on or before the next date of hearing, otherwise ex-parte decision will be given by the Forum. The Forum further directed the SDO not to disconnect the connection of the consumer and current bill be accepted till the final decision of the Forum.

To-day, the proceedings held at Hisar on 10/06/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 5786 dated 09/06/2015, stating therein that the account of the consumer has been overhauled. The amount of Rs.37224/- has been charged due to wrong MF charged in the account of the consumer. The consumer is satisfied as per his consent, a copy of consumer's satisfaction letter was enclosed which says that he is satisfied and wants the case to be closed.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as per reply received from the respondent SDO along with written consent of the consumer that his grievance has been redressed. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 10th June, 2015.

(R.V. Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1102/2015

Date of Institution: 07.04.2015

Date of Hearing: 22.04.2015

Date of Order: 22.04.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Lal Chand S/o Sh. Khan Chand, R/o Salarpur, Distt., Sirsa regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/OP. City Division, DHBVN, Sirsa.

2.SDO, Indl. Area Sub-Division, DHBVN, Sirsa.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

1. Representative of Nodal Officer/CGRF, DHBVN,Hisar.
2..SDO of Indl.Area Sub Divn.,DHBVN,Sirsa



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Lal Chand S/o Sh. Khan Chand, R/o Salarpur, Distt., Sirsa has got an electricity connection bearing A/C No. SA42-0600/DS under SDO, Indl. Area Sub-Division, DHBVN, Sirsa, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent issued wrong bills for the last 4-5 months while his energy meter is OK and reading is also OK. The consumer visited the respondent office so many times but neither his energy bill has been corrected nor account overhauled. The consumer requested the Forum for correction of his account and issue future energy bills on the basis of actual meter reading.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 22/04/2015 at Sirsa for hearing of the case.

To-day, the proceedings held at Sirsa on 22/04/2015. The consumer representative as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1388/IS-CA dated 21/04/2015, stating therein that the premises of the consumer was checked by OP wing, Indl. Area, Sirsa vide LL-1 No. 09/390 dated 09/02/2015 and found the meter of the consumer removed/disconnected vide PDCO No. 80/958 dated 09/01/2015 effected on 15/01/2015. Final reading was 9415 units and now these days, consumer used supply through direct kundi as per checking report, hence amount to the tune of Rs.33654/- and Rs.2000/- charged vide SC&AR No. 179/85/138.

During discussion of the case, the consumer informed that he has deposited with the Nigam all the amounts as required by DHBVN office and the SDO also agreed that all the dues have been deposited by the consumer. He also intimated that the premises of the consumer has been reconnected after recovering reconnection charges and penalty and a new meter has been installed on reconnection.

The consumer, however, stressed that keeping in view the sanctioned load i.e. 0.500 KW and the position of the electric supply in the rural areas, the bill of Rs.33039/- for the period 08/2014 to 02/2015 is un-reasonably high. The SDO agreed to overhaul the account of the consumer on the basis of reading recorded by the new meter for 6 months.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to overhaul the account of the consumer on the basis of reading recorded by the new meter for six months since the date of its installation and case is closed. However, the amount recovered from the consumer on account of kundi connection and any other penalty has been rightly recovered and is not to be disturbed. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 22nd April, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Telephone No. 01662-223081

(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

Case No. DH/CGRF-1104/2015

Date of Institution: 21.04.2015

Date of Hearing: 24.04.2015&19.05.2015

Date of Order: 19.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Ramavtar S/o Sh. Mashudi Lal, V&P.O. Badhra, Tehsil & Distt., Bhiwani regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Charkhi Dadri.

2.SDO/Op. S/Division, DHBVN, Badhra.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

1.Representative of Nodal Officer / CGRF,DHBVN,Hisar

2.SDO/Op. Sub-Divn., DHBVN, Badhra.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Ramavtar S/o Sh. Mashudi Lal, V&P.O. Badhra, Tehsil & Distt., Bhiwani has applied for AP tube well electricity connection vide receipt No. 22040 dated 31/12/2012 under SDO/Op. Sub-Division, DHBVN, Badhra, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he deposited the security of Rs.48602/- for AP tube well electricity supply vide receipt No. 22040 dated 31/12/2012 but the respondent has not released his tube well connection even after expiry of more than two years. After six months, he has made an application under RTI. The respondent Nigam told him that he is a defaulter of Rs.61693/- of A/C No. MB-SP-109 of Atta Chakki. The respondent stated that after depositing of defaulting amount his tube well connection will be released. But the consumer stated that in May, 1995, a bill of Rs.1206/- has been deposited by him and PDCO was done and meter and cable has been removed by the respondent Nigam. The consumer visited the respondent office, the respondent told him that all the records are burnt in Kadma Kand. The consumer stated that there is no record from June, 1996 to February, 1999 and during the period bills are issued on average basis. The consumer requested the Forum to release his tube well connection immediately.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 24/04/2015 at Bhiwani for hearing of the case.

During the proceedings held at Bhiwani on 24/04/2015, the consumer as well as respondent SDO was present. The reply of the SDO was awaited.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the SDO to submit proper reply on or before the next date of hearing. Further he is directed to release the tube well connection of the consumer immediately. The issue of defaulting amount will be decided by the Forum in due course.

To-day, the proceedings held at Bhiwani on 19/05/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1388-89 dated 27/04/2015, stating therein that the consumer applied for tube well connection on 31/12/2012 and Rs.1750/- deposited as security. After that the consumer deposited Rs.50833/- on dated 05/02/2013 towards T/F cost and service connection charges. The service connection charges @ 1.5%. The connection of the consumer was not released as an Atta Chakki connection was found in his name which was disconnected on defaulting amount of Rs.61693/-. The SDO stated that as per ledger record, there is no unit consumed from Aug., 1995 to January, 2000 and all the bills raised are towards monthly minimum charges. The connection of the consumer was disconnected on 27/01/2000 vide PDCO No. 43/5939 as per record in the ledger. The JE stated that he has not found meter and cable at the site. The record of the period prior to Aug., 1995 is not available as the all records had burnt in Kadma Kand.

After perusal of record as well as detail of ledger supplied by the respondent SDO, the Forum finds that from Aug., 1995 to July, 1996, the old reading as well as new reading has been shown as 3159 units. Record from Aug., 1996 to Feb., 1999 is not available. From March, 1999 to Feb., 2000, the old reading has been shown as 3159 units and in the new reading, the premises has been shown as locked.

-: 2 :-

In view of above data, the Forum is of the opinion that the consumer's averment that he had got his Atta Chakki connection disconnected in May, 1995 is right. This is also corroborated by the JE's statement that cable and meter does not exist at the site. The Forum also finds that in case of defaulting amount and amount outstanding against the consumer, the respondent should have made all out efforts to recover the amount from the consumer to save the Nigam from loss. But not even a single correspondence has been produced to the Forum vide which the consumer has been asked to deposit the amount.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum is of



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the opinion that the consumer's premises were disconnected in May, 1995 and cable, meter etc. removed from the site but entry of this was not made in the record of the respondent. The Forum finds that it is not just to recover amount from the consumer for the consumption of electricity which he has not actually consumed. The Forum, therefore, directed the respondent SDO to release the new tube well connection of the consumer by waiving off Rs.61693/- as he could not produce any authentic record in this regard and case is closed. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 19th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1105/2015

Date of Institution: 21.04.2015

Date of Hearing: 08.05.2015&08.06.2015

Date of Order: 08.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of In the matter of complaint of Sh. Bhim Singh Rawat S/o Sh. Ramji Lal, V&P.O. Manpur, Tehsil & Distt., Palwal regarding shifting of iron pole and conductors etc.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Palwal.

2.SDO/Op. S/Division, DHBVN, Hathin.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Nodal Officer,CGRF, DHBVN, Hisar.

2.Representative of Sub-Divn., DHBVN, Hathin.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Bhim Singh Rawat S/o Sh. Ramji Lal, V&P.O. Manpur, Tehsil & Distt., Palwal has got electricity connections bearing A/C Nos. NH51-170 & NH-51-228 under SDO/Op. Sub-Division, DHBVN, Hathin, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that the respondent had made an estimate before 5 years for replacing the iron poles & conductors vide estimate No. PD-98-2009-10. The respondent SDO has withdrawn the material and erected poles and conductor has also been installed on four nos. poles but the work has not been completed up till now. The consumer requested the Forum to get the work done.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 08/05/2015 at Palwal for hearing of the case.

During the proceedings held at Palwal on 08/05/2015, the consumer was not present but the respondent SDO was present. The reply of respondent SDO was awaited.

After going through the case file, the information/documents supplied by the applicant on the date of hearing and discussion held during the course of hearing in the case, the Forum decided to adjourn the case for next date due to non-presence of consumer and non receipt of the reply of respondent SDO.

To-day, the proceedings held at Palwal on 08/06/2015. The consumer is not present but the representative Sh. Ashok Kumar, JE of respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. 1000 dated 04/06/2015, stating therein that iron poles and conductor have been replaced and now there is no any grievance in this complaint. The representative of the respondent SDO stated that he talked to the consumer telephonically and consumer informed that he is satisfied.

After going through the case file, the information/documents supplied by the respondent on the date of hearing and discussion held during the course of hearing in the case, in view of the non presence of the consumer and reply of the respondent SDO, the Forum decides to close the case. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 8th June, 2015.

(R.V. Bari)
Chairman

(M.M. Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1106/2015

Date of Institution: 21.04.2015

Date of Hearing: 12.05.2015

Date of Order: 12.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Nem Singh S/o Sh. Lal Singh, Bhagat Singh Colony, Near Uma Bharti School, Ballabgarh, Distt., Faridabad regarding disconnection of power supply.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Ballabgarh.

2.SDO/Op. S/Division City-II, DHBVN, Ballabgarh.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1.Representative of Nodal Officer,CGRF, DHBVN, Hisar

2.Representative of Sub-Divn. City-II, DHBVN, Ballabgarh.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Nem Singh S/o Sh. Lal Singh, Bhagat Singh Colony, Near Uma Bharti School, Ballabgarh, Distt., Faridabad has got electricity connection bearing A/C No. CC-31-0189 (NDS) under SDO/Op. Sub-Division City-II, DHBVN, Ballabgarh, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he had applied for disconnection of electricity supply of said connection due to non-use of electricity. When, the consumer has applied for NOC from the respondent, the respondent had issued outstanding bill of Rs.220876/- again him. The consumer requested the Forum to settle his grievances.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 12/05/2015 at Faridabad for hearing of the case.

To-day, the proceedings held at Faridabad on 12/05/2015. The consumer as well as representative of respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 358 dated 11/05/2015, stating therein that average bill of the consumer was adjusted vide SC&AR No. 128/R-66 and a sum of Rs.220876/- is outstanding against the consumer. As per Nigam instruction, NOC can be given to the consumer only after clearance of all Nigam dues.

The consumer gave in writing that he wants to withdraw his case from the Forum because he has filed the same in Civil Court and requested to allow to withdraw the case to avoid any further issue.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to dismiss the case as per written request given by the consumer. The Forum disposed off the petition without any cost on either side.

File be consigned to record.

Given under our hands on this day of 12th May, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1108/2015

Date of Institution: 21.04.2015

Date of Hearing: 15.05.2015, 16.06.2015
& 14.07.2015

Date of Order: 14.07.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Satybir S/o Sh. Sudarshan Singh, V & P.O. Ratta Kalan, Ateli, Distt., Mohindergarh regarding voltage problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.
2.SDO/Op. Sub-Division, DHBVN, Ateli.

.....Respondents

Appearance:-

For Complainant:
For the Respondent:

1.Present.
1. Nodal Officer /CGRF, DHBVN, Hisar
2.SDO of S/Divn., DHBVN, Ateli.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Satybir S/o Sh. Sudarshan Singh, V&P.O. Ratta Kalan, Ateli, Distt., Mohindergarh has got an electricity connection bearing A/C No. RA51-0677A/AP under SDO/Op. Sub-Division, DHBVN, Ateli, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he has a tube well connection from the T/F of Sh. Lal Singh of village Ratta Kalan which is installed at the end of LT line whose distance is 10-11 poles away. Due to this voltage problem persistently continues. The consumer stated that he has been visiting the respondent's office for the last one year, JE has made an estimate and sent to XEN office, Narnaul, but no action has been taken by the XEN till to-day and requested the Forum to install another T/F for proper voltage.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/05/2015 at Narnaul for hearing of the case.

During the proceedings held at Narnaul on 15/05/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 972 dated 15/05/2015, stating therein that an estimate for providing of 63 KVA T/F to avoid overloaded 100 KVA T/F SOP to Sh. Lalji of Village Ratta Kalan for the year 2015-16 has been prepared and sent to Divisional office, Narnaul vide his office memo No. 968 dated 14/05/2015. The work will be completed after sanction of the estimate and availability of material in store.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date with the direction to the SDO to complete the work immediately.

During the proceedings held at Narnaul on 16/06/2015, the consumer as well as respondent SDO was present. The SDO submitted supplementary reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1225 dated 16/06/2015, stating therein that the estimate has been re-submitted to XEN/Op. Division, Narnaul for early sanction after attending the observations vide his office memo No. 1223 dated 15/06/2015. The SDO verbally stated that he will look into the matter personally and he will get the work done hopefully within one month.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date with the direction to the SDO to complete the work immediately. The case was adjourned for next date.

To-day, the proceedings held at Narnaul on 14/07/2015. The consumer as well as respondent SDO is present. The SDO submitted supplementary reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1427 dated 13/07/2015, stating therein that requirement of material for allocation of material has already been sent to XEN/Op. Division, Narnaul vide his office memo No. 1416 dated 10/07/2015. The work will be completed after allocation of material and subject to availability of material in divisional store, Narnaul. The SDO verbally ensured that he will get the work done hopefully within one month. The Forum on previous hearing had directed him to get the work done immediately. However, to-day, the SDO submitted to the Forum a copy of memo No. 1416 dated 10/07/2015 vide which he has written a letter to XEN/Op., Narnaul intimating the requirement of material. The SDO stated that he is new in the sub-division and recently joined. He also assured that he will get the work done immediately after allocation of material. The Forum noticed that concerned SDO has not made sincere efforts to get the work of the consumer done.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to take personal interest in the redressal of consumer grievance and get the work done immediately and report compliance to the Forum and case is closed. The Forum disposed off the petition without any cost on either side.

File be consigned to record.

Given under our hands on this day of 14th July, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1109/2015

Date of Institution: 21.04.2015

Date of Hearing: 15.05.2015&16.06.2015

Date of Order: 16.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Ram Avtar S/o Sh. Har Chand, V&P.O. Dhani Batora,
Tehsil, Narnaul, Distt., Mohindergarh regarding safety.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.

2.SDO, S/U Sub-Division, DHBVN, Narnaul.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1. Present.

1. Nodal Officer /CGRF, DHBVN, Hisar

2. SDO of S/U S/Divn., DHBVN, Narnaul.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Telephone No. 01662-223081

(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

ORDER

Sh. Ram Avtar S/o Sh. Har Chand, V&P.O. Dhani Batora, Tehsil, Narnaul, Distt., Mohindergarh has got an electricity connection bearing A/C No. KH53-2101/AP under SDO, S/U Sub-Division, DHBVN, Narnaul, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he has a tube well connection from 25 KVA T/F but no G.O. Switch is installed on the T/F. The consumer has already deposited the cost of G.O. Switch with the respondent. The consumer requested the Forum to install the G.O. Switch on above T/F.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 15/05/2015 at Narnaul for hearing of the case.

During the proceedings held at Narnaul on 15/05/2015, the consumer as well as representative of respondent SDO was present. The representative of respondent SDO stated that reply could not be submitted due to non-linking of the receipt and requested for more time to submit reply. Request granted.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to furnish reply within a week and forward the same to the Nodal Officer/CGRF, DHBVN, Hisar with copy to consumer so that proper hearing can be done on the next date of hearing.

To-day, the proceedings held at Narnaul on 16/06/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 8214 dated 16/06/2015, stating therein that consumer deposited Rs.14000/- vide BA-16 No.225/28751 dated 22/06/2010 for 2 No. HT spans (Rs.7000/- per span) as per Nigam rule and he did not deposit the cost of estimate Rs.108913/-. The SDO verbally assured that GO switch will be installed within 15 days and consumer is also agreed for closure of the case.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decided to close the case as per verbal agreement of consumer with the direction to SDO that he will install GO switch within 15 days positively and send compliance report to this Forum. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 16th June, 2015.

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1111/2015

Date of Institution: 28.04.2015

Date of Hearing: 01.05.2015, 04.06.2015
& 01.07.2015

Date of Order: 01.07.2015.

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Satish Jain S/o Sh. Mehtab Rai, C/o Gautam Industries, Near Punjab National Bank, Railway Road, Uchana, Tehsil, Narwana, Distt., Jind regarding billing problem.

.....Complainant/Petitioner

V/s

1.Xen/Op. Division, DHBVN, Narwana.

2.SDO/Op. Sub-Division, DHBVN, Uchana.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1. Representative of Nodal Officer/
CGRF, DHBVN, Hisar
2. SDO of Sub Divn., Uchana.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Sh. Satish Jain S/o Sh. Mehtab Rai C/o M/s Gautam Industries, Railway Road, Uchana, Tehsil, Narwana, Distt., Jind has got an electricity connection bearing A/C No. MS-24 under SDO/Op. Sub-Division, DHBVN, Uchana, hence this Forum has jurisdiction to hear this complaint.

The consumer has filed the present complaint stating therein that he had applied for TDCO in the month of April, 2012 for the period of 19/05/2012 to 18/11/2012 being seasonal industry and cannot be operated for want of raw material. But Nigam raised his bill continuously even he has not operated his industry during the season due to unavoidable circumstances. He neither applied for restoration of supply nor paid any bill raised by the Nigam being inflated. Hence inflated bills are liable to be refunded with a view to impart natural justice to him. The following points are submitted for consideration:-

1. Complainant has made payment of the bill up to April, 2012 regularly.
2. In the month of January, February and March of 2005, a sum of Rs.24886/-, Rs.14530/- & Rs.18382/- have been charged on account of MDI penalty respectively whereas the MDI penalty should be charged once in first instance and the MDI should be reset by the SDO in the same month. Hence, a sum of Rs.32912/- should be refunded to the complainant on account of wrong MDI penalty.
3. After going through the copy of ledger, it has been found that an amount of Rs.5400/- has been got recovered on account of meter rent whereas the meter & the material was supply by the complainant since the time of connection.
4. It has been revealed that a sum of Rs.815/- has been charged on account of excessive surcharge in the month of October, 2009 vide sundry item No. 385/275/60.
5. After going to the complete record from the date of connection to-date, it has been found that there was no interest was allowed on account of security deposited by the complainant. Hence, the Forum is requested to direct the Nigam for credit the interest to date.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005

Telephone No. 01662-223081

(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

-: 2 :-

6. In the month of March, 2011, a sum of Rs.10104/- was wrongly charged on account of MDI exceeded which was not reset by the authority and the same should be reset at once. Hence, the same should be refunded towards the account of complainant.
7. It has been found that the bill issuing agency has raised inflated bills continuously without going through the instructions of Nigam. As per record of Nigam, the complainant was on default first on date 27/06/2012 and second default was occurred on date 27/07/2012. But the Nigam's SDO found failed to close his account even after removal of his meter and wrongly shown the same (PDCO) in the month of April, 2013 with a view to inflated assessment towards his account for negotiation.

In view of above facts, the consumer requested the Forum to direct the SDO, Uchana for rectification of inflated bills and credit of interest on security and other miscellaneous charges unnecessarily charged by the Nigam i.e. on account of meter rent & MDI penalty.

The complaint was entertained and forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 01/05/2015 at Jind.

During the proceedings held at Jind on 01/05/2015, the consumer as well as SDO/representative of respondent was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. Spl-1 dated 01/05/2015, stating therein that the complaint has been received in his office on 29/04/2015. His office could not prepare the reply on 30/04/2015 due to unavoidable circumstances and requested for next date. Request granted.

Forum directs the respondent SDO to submit para-wise detailed reply on or before the next date of hearing otherwise ex-parte decision will be taken by the Forum



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During the proceedings held at Jind on 04/06/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 423 dated 01/06/2015, stating therein that;

1. It is right the complainant has made payment of the bill up to April, 2012.
2. In month of January, a sum of Rs.24886/- was got charged in account of the complainant on account of MDI penalty. Connected load of the consumer found in excess of the sanctioned load; the excess load shall be treated as unauthorized load. The complainants have to submit the revised test report along with all relevant documents and ACD for regularization of excess load. The penalty shall remain chargeable up to one month from the date of submission of required document. But the complainant did not submit the required documents for regularization of excess load or for withdrawing of excess load so penalty remained charged continuously for Feb., 2005 & March, 2005.
3. While going through the case file of complainant, no record was found of deposit of meter cost by the complainant, if the complainant produces the proof of deposit the cost of meter i.e. bill of purchased meter, the charged amount on account of meter rent shall be refunded to the complainant.
4. As per ledger record, a sum of Rs.815/- has not been charged on account of excessive surcharge in the month of Oct., 2009.
5. The interest on the security deposit is refundable as per Nigam instruction and interest on security deposit shall be adjusted in the defaulting amount due from complainant as on to-day. The pending dues of the complainant is Rs.1,04,730/-.
6. In the month of March, 2011, a sum of Rs.10104/- was charged on account of exceeding of MDI which was chargeable. It also included the amount of Rs.4180/- due to increase in tariff of fixed charges at that time.



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7. The correct bill was issued to the complainant as the complainant applied for TDCO and TDCO was got effected from 19/05/2012 to 18/11/2012 to six months as per Nigam rule. After that complainant did not apply for further extension of TDCO to the Nigam. In view of it, as per Nigam instruction, it shall be treated as normal connection and shall be billed on normal tariff by the Nigam. When the meter reader went to the premises of the complainant to take meter reading, the premises found locked in 12/2012. Again the premises found locked in 01/2013, therefore, PDCO was got issued to disconnect the supply of the complainant. The M&P team visited the premises to effect the PDCO on 08/04/2013 but could not do so due to premises found locked.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date with the direction to the respondent to produce to the Forum a copy of instruction of DHBVN as referred in point No. 7 above.

To-day, the proceedings held at Jind on 01/07/2015. The consumer as well as respondent SDO is present. The consumer submitted his replication for the reply submitted by the respondent SDO on the previous hearing that:-

1. The para No.1 of the complaint is admitted by the respondent Nigam and hence need not to be replied.
2. The respondent has admitted the penalty on account of unauthorized extension of load charged continuously which is wrong in the light of sales circular No. 64/2001 read with clause no. 2&4.

In case, the maximum load as recorded by the LT electronic meter exceeds the sanctioned load of the consumer, penalty for excess unauthorized load recorded by these meters shall be charged as per provision of sales circular no. 7/99 for one month only as LT Industrial meter readings are taken every month. The maximum load indicator will be reset by the concerned SDO (OP) for all LT/CT operated meters and in respect of all consumers having load 30 KW or above.



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-: 5 :-

Moreover, the respondent should serve the notice before debiting the additional amount in the bill as per sales circular No. 27/1996 circulated by erstwhile HSEB. In this way, the respondent Nigam has violated all the instructions & harassing me financially as well as mentally. Hence, the Forum is hereby prayed to allow the refund of Rs.32912/- along with interest.

3. Reply of the point No.3 is also completely wrong. Respondent trying to conceal the facts and records regarding the bill of the meter and trying to misguide the Forum also. During the last hearing of the case dated 4/06/2015 the bill found placed in the file of the respondent which confirms the malafide intention of the respondent. Later on respondent admitted that there is no need of the bill copy.
4. Point No.4 of the reply is also not considerable. The amount of surcharge was charged to the tune of Rs.1005/- whereas the surcharge should be charged only Rs.190/- on account of delayed payment. Hence credit of Rs.815/- should be given to the complainant and respondent should be penalized for wrong statement.
5. Even after admitting that the security interest is not allowed by the respondent till to-day, malafide intention of the respondent cannot be ruled out and the Forum is requested to direct the respondent to allow amount of interest.
6. The respondent Nigam also manipulated the facts about the MDI charges in the month of March, 2011. In fact the amount was charged unauthorizedly and without any instructions of the Nigam which needs to be refunded.
7. As per standing instructions of the Nigam the connection can only be restored as per request of the consumer after completion of the TDCO period. There is no such instruction with the Nigam regarding the restoration of the supply at his own without the consent of the consumer. Moreover, no supply was restored by the respondent and only started the billing with a view to harass the complainant. It is also surprising that the respondent failed to disconnect the supply even after non deposit of the bill whichever excessively charged by the respondent by starting the billing after TDCO period. As per sales manual instructions No. 4.3, it is the legitimate duty of the respondent to disconnect



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the supply on the first default and removal of meter on subsequent default of the Nigam dues. Hence, it is clear cut violation of the Nigam rule/instruction by the respondent with a view to maintaining high handedness with the paying consumer of the Nigam.

In view of above facts, the Forum is once again prayed to direct the respondent to allow refund the excessive bill, security interest, meter rent, excessive surcharge and penalty on account of MDI along with interest in the best interest of natural justice.

The Forum finds that the following issues are involved:-

1. Whether a sum of Rs.32912/- is refundable to the complainant on account of wrong MDI penalty.
2. Whether a sum of Rs.5400/- charged from the consumer on account of meter rent is refundable to the consumer.
3. Whether a sum of Rs.815/- charged from the consumer on account of excessive surcharge in the month of October, 2009 is refundable to the consumer.
4. Whether interest on security deposit is payable to the consumer.
5. Whether a sum of Rs.10104/- charged on account of MDI penalty is recoverable from the consumer.
6. Whether amount of inflated bill as claimed by the consumer is refundable to him.

After going through the application of the consumer, reply of the respondent SDO and replication submitted by the consumer, the Forum after due deliberation decides as under:-

1. The Forum finds that the consumer has made undue delay in filing his complaint whereas under regulation 8 (ii) of HERC notification dated 12/04/2004 after one year of establishment of the Forum only those complaints filed within one year of its cause for action shall be entertained by the Forum. In the instant case, the MDI penalty pertains to the year 2005 and the consumer has approached the Forum in April, 2015 i.e. after the expiry of a period of 10 years. Therefore, the Forum dismisses the claim of the consumer.
2. As regards refund of meter rent amounting to Rs.5400/-, the Forum is not in a position to make any specific order since the consumer failed to produce the proof of deposit of the cost of meter. Moreover, the meter installed at the premises of consumer could not be dismantled by the staff of the



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respondent as the meter was not available at the site. The demand of the consumer for refund of meter rent is, therefore, also dismissed.

3. The demand of the consumer for refund of Rs.815/- is also dismissed being time barred.
4. Interest on security deposit is payable to the consumer as per instructions of DHBVN.
5. After perusal of the record, it is found that a sum of Rs.10104/- was charged from the consumer on account of exceeding of MDI in March, 2011. Since, a period of more than 4 years has elapsed from the date on which the cause of action arose, this demand is also dismissed in view of the above referred regulation of HERC.
6. The demand of the consumer for refund of amount of inflated bill is also dismissed being time barred.

Lastly, the Forum concludes that all the demands of the consumer except one relating to interest on security deposit are dismissed being time barred.

The

SDO is directed to give credit to the consumer for the interest on security deposited by him out of the amount recoverable from the consumer and case is closed.

File be consigned to record.

Given under our hands on this day of 1st July, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1112/2015

Date of Institution: 28.04.2015

Date of Hearing: 22.05.2015, 19.06.2015
& 17.07.2015

Date of Order: 17.07.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Harmesh Lal S/o Sh. Pahalwan Ram, H.No. 13/254-A,
Behaind Bus Stand, M.C. Colony, Sirsa regarding shifting of 11 KV pole (Safety).

.....Complainant/Petitioner

V/s

1. Xen/OP. City Division, DHBVN, Sirsa.

2.SDO/Op. City Sub-Division, DHBVN, Sirsa.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1. Nodal Officer/CGRF, DHBVN,Hisar.
2..SDO of City Sub Divn.,DHBVN,Sirsa



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Harmesh Lal S/o Sh. Pahalwan Ram, H.No. 13/254-A, Behind Bus Stand, M.C. Colony, Sirsa has complained to the Forum for shifting of 11KV pole which has already been erected in his house premises under SDO/Op. City Sub-Division, DHBVN, Sirsa, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent had erected pole in his house premises which can cause the loss of life of human beings. The consumer requested the Forum to get 11KV pole shifted outside his house premises on Nigam's cost.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 22/05/2015 at Sirsa for hearing of the case.

During the proceedings held at Sirsa on 22/05/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1299 dated 21/05/2015, stating therein that the 11KV Kirti Nagar feeder is passing over the house of Sh. Harmesh Lal S/o Sh. Pahalwan Ram. 11KV Kirti Nagar feeder is existing since 50 years, but the house of Sh. Harmesh Lal constructed after erection of the 11KV Kirti Nagar feeder. The house of Sh. Harmesh Lal is situated near the bus stand. The PCC pole physically cannot be shifted due to non-availability of space i.e. back side situated bus stand and opposite side situated other house. At one time, Nigam was ready to shift the pole, but hindrance was created by the other consumers due to non-availability of space. So, there is no technical feasibility to shift the 11KV line.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

During the proceedings held at Sirsa on 19/06/2015, the consumer as well as respondent SDO was present. On the previous date, the consumer requested the Forum that he should be given some time for conciliation with Transport Department regarding their permission to install the pole in the area of Bus Stand premises. The consumer again requested that he could not contact the Transport Department and he may kindly be given some more time. Request granted.



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-: 2 :-

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the consumer to concile with the department on or before the next date of hearing otherwise matter would be disposed off. The case was adjourned for next date.

To-day, the proceedings held at Sirsa on 17/07/2015. The consumer is not present but respondent SDO is present. The SDO verbally stated that he contacted the AGM, Roadways, Sirsa personally two times but Roadways Authority could not convey the decision.

Since, the house was constructed by the consumer after the electric pole was erected and 11KV line was laid, DHBVN seems to be at no fault.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum does not find DHBVN responsible for the inconvenience of the consumer. But keeping in view the problem being caused to the consumer, the Forum directs the respondent SDO to redress the grievance of the consumer, whenever the matter is conciled and permission of the transport department is received or any alternative remedy is noticed. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 17th July, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1113/2015

Date of Institution: 28.04.2015

Date of Hearing: 22.05.2015, 19.06.2015

& 17.07.2015

Date of Order: 17.07.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Prem Chand S/o Sh. Jhanda Ram, V&P.O. Sultanpuria, Tehsil, Rania, Distt., Sirsa regarding voltage problem.

.....Complainant/Petitioner

V/s

1. Xen, S/U Division, DHBVN, Sirsa.

2.SDO/Op. Sub-Division, DHBVN, Rania.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1. Nodal Officer/CGRF, DHBVN, Hisar.
2.Representative of SDO of Sub Divn.,
DHBVN, Rania.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Prem Chand S/o Sh. Jhanda Ram, V&P.O. Sultanpuria, Tehsil, Rania, Distt., Sirsa has got an electricity connection bearing A/C No. R-361-0557/AP under SDO/Op. Sub-Division, DHBVN, Rania, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent has installed 25 KVA T/F at his tube well. The consumer applied for extension of his tube well load and requested to enhance the capacity of T/F from 25 KVA to 63 KVA.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 22/05/2015 at Sirsa for hearing of the case.

During the proceedings held at Sirsa on 22/05/2015, the representative of consumer as well as representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.493 dated 18/05/2015, stating therein that a special estimate was framed by his office for Augmentation of 25 KVA T/F to 63 KVA T/F SOP to Sh. Prem Chand S/o Sh. Jhanda Ram. The estimate No. RN-357/2014-15 sanctioned for Rs.83895/- and requirement of material for Augmentation of 25 KVA to 63 KVA T/F has been sent to XEN/Op., S/U Division, DHBVN, Sirsa vide his office memo No. 415 dated 06/05/2015.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to augment the T/F from 25 KVA to 63 KVA immediately under intimation to Forum by or before the next date of hearing. The case was adjourned for next date.

During the proceedings held at Sirsa on 19/06/2015, the consumer as well as representative of respondent SDO was present. The representative of SDO stated that he could not augment the T/F because the department did not supply the T/F, so 15 days more time be given for the augmentation. Request granted.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the SDO to comply with the orders on or before the next date of hearing.

To-day, the proceedings held at Sirsa on 17/07/2015. The consumer is not present but representative of respondent SDO is present. The SDO submitted supplementary reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 808 dated 17/07/2015, stating therein that 25KVA T/F augmented with 63KVA T/F being extension of load from consumer. The consumer has withdrawn his complaint being satisfied from his office.



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-: 2 :-

The consumer has sent a letter addressed to the SDO, Rania stating that his transformer has been augmented from 25 KVA to 63 KVA. He is satisfied and wants to withdraw the complaint.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as per consent of the consumer as well as reply submitted by the respondent SDO. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 17th July, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1114/2015

Date of Institution: 28.04.2015

Date of Hearing: 19.05.2015 & 23.06.2015

Date of Order: 23.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Smt. Sanju W/o Sh. Sunil Kumar, Hanuman Gate, Balmiki Basti, Near Dr. Dayanand, Bhiwani regarding new domestic connection.

.....Complainant/Petitioner

V/s

1. Xen/Op. City Division , DHBVN, Bhiwani.

2.SDO/Op. City S/Division, DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1. Nodal Officer / CGRF, DHBVN, Hisar

2.SDO/Op. City Sub-Divn., DHBVN, Bhiwani.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Smt. Sanju W/o Sh. Sunil Kumar, Hanuman Gate, Balmiki Basti, Near Dr. Dayanand, Bhiwani has applied for electricity connection under SDO/Op. City Sub-Division, DHBVN, Bhiwani, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that she had deposited file with the respondent Nigam for installation of meter but Lineman Sh. Bijender Singh has come to her house, he told her that she is defaulter, so her connection cannot be released. At her house, no meter was installed earlier but the Lineman asked her to give Rs.500/- and her meter will be passed. She visited the respondent office again and again but no action has been taken by the department. She requested the Forum to order for installation of electric meter at her premises and take action against the Lineman.

The complaint was forwarded to the Nodal Of-ficer for filing the Nigam's version and both the parties were asked to appear before the Forum on 19/05/2015 at Bhiwani for hearing of the case.

During the proceedings held at Bhiwani on 19/05/2015, the consumer is not present but the respondent SDO was present. The SDO intimated that the connection of the consumer has been released. The SDO stated that he could not prepare reply due to late receipt of complaint and requested for next date. Request granted.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date as per request of respondent SDO.

To-day, the proceedings held at Bhiwani on 23/06/2015. The consumer is not present but respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1073 dated 22/05/2015, stating therein that the complainant applied for new connection vide application No. 37946 dated 29/04/2015 and meter installed in the premises of the complainant on 07/05/2015 bearing Meter A/C No. AA-1D-2861. The allegations made by the complainant are baseless and far away from the truth. The complainant made the complaint to pressurize the office for early verification purposes only. The official was also enquired by him and nothing found as alleged by the complainant. The complainant also made a representation to withdraw the complaint filed by her.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, keeping in view the reply of the SDO as well as written satisfaction letter of the plaintiff, the Forum decides to close the case, since the grievance of the consumer has been redressed. The Forum disposes off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 23rd June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1116/2015

Date of Institution: 07.05.2015

Date of Hearing: 19.05.2015&23.06.2015

Date of Order: 23.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Sunil Kumar S/o Sh. Om Parkash, Kanina Road,
Charkhi Dadri, Distt., Bhiwani regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Charkhi Dadri.
2.SDO/Op. City S/Division, DHBVN, Charkhi Dadri.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

1. Nodal Officer / CGRF, DHBVN, Hisar
2.SDO/Op. City Sub-Divn., DHBVN,
Ch.Dadri.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005

Telephone No. 01662-223081

(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

ORDER

Sh. Sunil Kumar S/o Sh. Om Parkash, Kanina Road, Charkhi Dadri, Distt., Bhiwani has got an electricity connection bearing A/C No. B32-CRHT-8 under SDO/Op. City Sub-Division, DHBVN, Charkhi Dadri, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein the respondent had added Rs.357218/- in the month of April, 2015 on account of sundry charges. The respondent has not informed and given any notice about additional charges which is a mandatory requirement of law.

Besides above, a sum of Rs.299515/- has been debited on account of MDI penalty. His contact demand is 300 KVA and he always runs his load much below the sanctioned one. This increase is definitely due to any defect in the MDI portion of the meter. The consumer requested to get the working of meter checked and to get the temper data/load survey analyzed to ascertain the actual cause of abnormal MDI. The consumer requested the Forum to get the facts investigated and withdraw the excess amount debited to his account. He added that to avoid any inconvenience, he has deposited the total amount of bill and requested that the excess amount may be got adjusted in his next electricity bill.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 19/05/2015 at Bhiwani for hearing of the case.

During the proceedings held at Bhiwani on 19/05/2015, the representative of consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 4088 dated 18/05/2015, stating therein that Sh. Sunil Kumar has mentioned that Rs.357218/- debited in his account in the bill April, 2015, but in actual this amount was credited to the consumer instead of debited against peak load charges in the month of 11/2013 which was pointed out by the audit party and on consumer request account was scrutinized and error found in this bill corrected and credited Rs.357218/- to the consumer.

Rs.299515/- charged against exceeded MDI which is correct because CD of the consumer is 300 KVA and MDI found 318 which is already mentioned in the bill along with both entries i.e. debited and credited.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

To-day, the proceedings held at Bhiwani on 23/06/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted supplementary reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 229 dated 19/06/2015, stating therein the same things as already stated in earlier reply submitted vide his memo No. 4088 dated 18/05/2015 with the addition that Rs.272456/- was charged in the bill of April, 2015 vide which Rs.266456/- refunded vide SC&AR No. 87/130 dated 19/06/2015 and balance Rs.6000/- is rightly chargeable which was charged against difference of rate of fix charges for the month of 04/2013 as per Sales Circular No. D-11/2013.

The consumer requested that his meter may be got checked from the manufacturing firm for which he will deposit the necessary charges. The SDO agreed to this.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concludes that genuine grievances of the consumer have been redressed. So far as the testing of meter from the manufacturer (for manufacturing defect) is concerned, the Forum need not give any direction on this issue. Since both the parties agree upon this, further action may be taken by the respondent as deemed fit/as per Nigam's instructions. Case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 23rd June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1117/2015

Date of Institution: 11.05.2015

Date of Hearing: 19.05.2015 & 23.06.2015

Date of Order: 23.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Subhash Chand Jain S/o Sh. Hari Dass, M/s Rubber Power Industries (P) Ltd., Ghikara Road, Charkhi Dadri, Distt., Bhiwani regarding refund/adjustment of service connection charges.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Charkhi Dadri.

2.SDO/Op. City S/Division, DHBVN, Charkhi Dadri.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

1. Nodal Officer / CGRF, DHBVN, Hisar

2.SDO/Op. City Sub-Divn., DHBVN,
Ch.Dadri.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Subhash Chand Jain S/o Sh. Hari Dass, M/s Rubber Power Industries (P) Ltd., Ghikara Road, Charkhi Dadri, Distt., Bhiwani has got an electricity connection bearing A/C No. B32-GRNT-6 under SDO/Op. City Sub-Division, DHBVN, Charkhi Dadri, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein he deposited Rs.356250/- on account of service connection charges but his connection got released under Self Execution Scheme, so the amount of service connection charges are to be refunded. The consumer requested the Forum to get the service connection charges refunded from the respondent Nigam.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 19/05/2015 at Bhiwani for hearing of the case.

During the proceedings held at Bhiwani on 19/05/2015, the representative of consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 4090 dated 18/05/2015, stating therein that the connection of the consumer was released under self execution scheme. The consumer submitted bill of material for Rs.47315/- which has been refunded to the consumer vide SC&AR No. 67/130 dated 14/05/2015.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date.

To-day, the proceedings held at Bhiwani on 23/06/2015. The representative of consumer as well as respondent SDO is present. The representative of consumer produced to the Forum Sales Instruction No. 2/2009 dated 23/04/2009 vide which fixed Service connection charges as laid down under Sales Instruction No. 5.14 (Schedule of tariff for schedule of miscellaneous charges) of Sales Manual-2005 (4th edition) are not to be recovered. The CE/Commercial vide above circular has pointed out that Fixed Service Connection charges are still being recovered in addition to expenditure incurred in providing electric line and electric plant under Regulation 4.3 of HERC regulation 12/2005 which amounts to non-compliance of Sales instruction No. 42/2006 and Sales circular No. D-37/2008..

The consumer presented to the Forum the HERC order dated 21/08/2012 clause 4.3 of which states that every licensee is authorized to recover from an applicant requiring supply of electricity any expenditure that the licensee shall be required to reasonably incur in providing any electric line or electric plant in addition to those specified in sub-regulations 4.1 & 4.2 for the purpose of giving such supply to the applicant. Such charges shall be calculated in accordance with these regulations and shall be termed as Service Connection Charges.

The consumer also produced to the Forum Sales Circular No. D-17/2014 vide which HERC notification dated 08/01/2014 was circulated. Clause 4.4.3 (2) (c) of HERC notification provides that in case where applicant wants to carry out work at his own cost, he shall carry out it through licensed electricity contractor and in such case the Distribution licensee is entitled only to 1.5% supervision charges.

In the instant case, the consumer himself procured the material and equipments. The consumer pleaded that since he has supplied all the material and has got the work done under the self execution scheme through electricity contractor and DHBVN has not incurred any money on procurement of material and on its line etc. Service Connection charges of Rs.356250/- recovered from him must be refunded by the department in view of above instructions.

The respondent SDO produced Instruction No. 1.6 of SMI under which since the fixed service connection charges also cover the total cost of the service to be laid for a consumer due credit for the cost of material supplied should be given to the applicant from the Fixed Service Connection Charges. It is on the basis of these instructions that SDO has stated in his reply that consumer has submitted bill of Rs.47315/- which has been refunded to him vide SC&AR No. 67/130 dated 14/05/2015.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum is of the opinion that Instruction No. 1.6 (iii) of SMI pertains to a case where all expenditure has been incurred by DHBVN except cost of some part of material and does not apply to the case where the value of material as well as other expenses have been incurred by the consumer himself, the case of consumer is covered under Sales Instruction No. 2/2009 which provides that Fixed Service Connection Charges should not be recovered in case covered under self execution scheme.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Under clause 4.4.3(2)(c) of HERC notification where the applicant wants to carry out the work on his own cost, the licensee shall charge only supervision charges @ 1.5% of the estimated cost of such work as are to be finally handed over to the distribution licensee.

In view of above notification, the Forum directs the respondent SDO to refund the amount got deposited from the consumer on account of Service Connection Charges after deducting 1.5% supervision charges and the amount already refunded and case is closed. The Forum disposes off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 23rd June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1121/2015

Date of Institution: 13.05.2015

Date of Hearing: 22.05.2015

Date of Order: 22.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

Kamal Deep S/o Sh. Virender Sharma, M/s Wireless Info, Hisar Road, Sirsa regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. City Division, DHBVN, Sirsa.

2.SDO, Indl. Area Sub-Division, DHBVN, Sirsa.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer/CGRF, DHBVN,Hisar.
2. SDO of Indl. Area Sub Divn., DHBVN,
Sirsa.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Kamal Deep S/o Sh. Virender Sharma, M/s Wireless Info, Hisar Road, Sirsa has got an electricity connection bearing A/C No. T11-TA39-6574/NDS under SDO, Indl. Area Sub-Division, DHBVN, Sirsa, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent has charged Rs.80000/- as compounding in the month of July, 2014 which is wrong. The consumer is paying the energy bill regularly. The consumer requested the Forum to get waived off wrong compounding charges and not to disconnect his supply.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 22/05/2015 at Sirsa for hearing of the case.

To-day, the proceedings held at Sirsa on 22/05/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1673--- dated 18/05/2015, stating therein that the premises of the consumer has been checked by 'OP' Wing, Indl. Area S/Division, Sirsa vide LL-1 No. 40/793 dated 04/07/2014 and found M&T seals missing from meter and Firm seals meter removed. The meter was referred to Lab for its verification.

Moreover, as per joint checking report by M&T Lab, Sirsa vide office memo No. 449/404 dated 09/04/2014 all the Nigam and Firm plastic seals found missing. Hence, it is case of theft of energy and a-mount charged to the consumer vide SC&AR No. 3/3/138 to the tune of Rs.80,000/- on account of compounding charges. But the consumer did not deposit through BA-16 as per notice. Subsequently the amount was posted in the ledger and the same was deposited by him.

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, after the perusal of joint checking report and reply of respondent SDO, the Forum is of the opinion after relying upon the averment in the joint checking report, "after opening the cover of the meter, nothing abnormal was found inside the meter" the amount charged on account of compounding is not justified. The SDO is directed to refund the compounding amount to the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 22nd May, 2015.

(M.M.Gupta)

(Satish Malik)



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Member

Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1122/2015

Date of Institution: 13.05.2015

Date of Hearing: 22.05.2015

Date of Order: 22.05.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

Kamal Deep S/o Sh. Virender Sharma, M/s Wireless Info, Hisar Road, Sirsa regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. City Division, DHBVN, Sirsa.

2.SDO/Op. City Sub-Division, DHBVN, Sirsa.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer/CGRF, DHBVN,Hisar.
2. SDO of City Sub Divn., DHBVN, Sirsa.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Kamal Deep S/o Sh. Virender Sharma, M/s Wireless Info, Hisar Road, Sirsa has got an electricity connection bearing A/C No. T12-MT27-3907/NDS under SDO/Op. City Sub-Division, DHBVN, Sirsa, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein his site has been closed from December, 2013 and he applied for PDCO. The respondent had placed Rs.125616 in the month of February, 2014 in his account while his site was closed and final reading was 5576 units. After that he has not used any electricity which is in the record of respondent. The consumer is ready to pay Rs.193525/-. The consumer stated that he is ready to pay the bill of units at the time of PDCO. The consumer requested the Forum to remove sundry charges of Rs.125616/- which was placed in the bill of February, 2014. The consumer also stated that his site has been again started and he deposited all the bills and requested to overhaul his account and adjust his average charges.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 22/05/2015 at Sirsa for hearing of the case.

To-day, the proceedings held at Sirsa on 22/05/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1274 dated 19/05/2015, stating therein that the meter of the consumer was burnt since long time from 10/2011 whereas bills were issued to the consumer only for MMC.

Moreover, internal audit party vide half margin for the period 09/2012 to 02/2013 i.e. for 6 months charged amount as per Sales Instruction No. 19/2010 & Sales Circular No. 04/2011. Now bills were issued to the consumer as D code and a sum of Rs.125616/- charged to the consumer account vide SC&AR No. 33/115R.

The connected load of tower is 15 KW and supply was used for 24 hours. So, there is no deficiency to waive off the half margin raised by internal audit party.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

After going through the case file, the information/documents supplied by the appellant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides that the amount charged by the respondent SDO is in order and the consumer is also satisfied. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 22nd May, 2015.

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1123/2015

Date of Institution: 13.05.2015

Date of Hearing: 08.06.2015 & 03.07.2015

Date of Order: 03.07.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of In the matter of complaint of Sh. Shyam Charan S/o Sh. Khachera Mal, Lakhi Vihar Colony, Palwal regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Palwal.

2.SDO/Op. S/Division, DHBVN, Palwal.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Representative of Nodal Officer, CGRF, DHBVN, Hisar.

2.SDO of Sub-Divn., DHBVN, Palwal.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Shyam Charan S/o Sh. Khachera Mal, Lakhi Vihar Colony, Palwal has got electricity connections bearing A/C Nos. JJ12-1025 under SDO/Op. Sub-Division, DHBVN, Palwal, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that the respondent has raised a bill of Rs.770863/- while his house is locked. He visited the City Division but no action has been taken. The consumer requested the Forum to redress his grievance.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 08/06/2015 at Palwal for hearing of the case.

During the proceedings held at Palwal on 08/06/2015, the consumer as well as the representative Sh. Shiv Kumar of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. 503 dated 05/06/2015, stating therein that in the bill of the consumer for the month of 04/2015 issued by his office the error has been set right by his office and adjustment of Rs.745397/- made vide SC&AR No. 157/R-101.

The consumer stated that he has already deposited Rs.13000/- in the month of November, 2014 but fresh bill about Rs.26803/- has been issued by the Nigam which is un-reasonable.

After going through the case file, the information/documents supplied by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum is of the opinion that the reply of the SDO is not proper. The Forum directed the respondent SDO to furnish detail of monthly/bimonthly consumption of previous one year along with amount billed to the consumer on or before the next date of hearing.

To-day, the proceedings held at Palwal on 03/07/2015. The consumer is not present but respondent SDO is present. The SDO submitted supplementary reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 620 dated 02/07/2015, stating therein that the bill of the consumer has been corrected and adjusted Rs.20973/- vide SC&AR No. 239/R-101 and consumer is satisfied.

The consumer has also given his written consent that his grievance has been redressed by the respondent SDO and he is satisfied.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as per reply submitted by the respondent SDO as well as written consent given by the consumer. The Forum disposes off the petition without any cost on either side.

File be consigned to record.

Given under our hands on this day of 3rd July, 2015.

(R.V. Bari)
Chairman

(M.M. Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1124/2015

Date of Institution: 13.05.2015

Date of Hearing: 08.06.2015 & 03.07.2015

Date of Order: 03.07.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of In the matter of complaint of Sh. Surender Kumar S/o Sh. Sobh Raj, Radha Diary, New Colony, Palwal regarding reconnection of power supply.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Palwal.

2.SDO/Op. City S/Division, DHBVN, Palwal.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer, CGRF, DHBVN, Hisar.

2.SDO of City Sub-Divn., DHBVN, Palwal.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Telephone No. 01662-223081

(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

ORDER

Sh. Surender Kumar S/o Sh. Sobh Raj, Radha Dairy, New Colony, Palwal has got electricity connection bearing A/C No. 5924500000, C141-0012 under SDO/Op. City Sub-Division, DHBVN, Palwal, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he had applied for TDCO on dated 25/09/2013 by depositing Rs.1000/- with the respondent Nigam. His dues are cleared but the respondent has issued bill every month added with every month bill. The consumer requested the Forum to waive off his dues so that he could take connection again.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 08/06/2015 at Palwal for hearing of the case.

During the proceedings held at Palwal on 08/06/2015, the consumer as well as the representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, vide his office memo No. 504 dated 05/06/2015, stating therein that the connection of the consumer was disconnected temporarily on his request for the period 25/09/2013 to 25/03/2014. Approval from the XEN/Op. Division, Palwal was accorded vide his office memo No. 15097 dated 04/12/2014. But the consumer did not apply for reconnection after 25/03/2014 to-date. The billing was done from 25/03/2014 to onwards on average basis.

During the course of discussion, it came to the notice that the consumer had applied for reconnection of supply. The Forum noticed that the consumer had written a letter on 12/08/2014 to the SDO, City S/Divn., DHBVN, Palwal for correction of his bill of A/C No. C-141-0012 (new A/C No. 592450000) and to waive off the charges. Another letter dated 08/05/2015 was produced to the Forum in which the consumer requested the Forum to get his premises reconnected with the request to waive off the previous dues which, according to him, are un-reasonable.

The representative of the SDO Sh. Shiv Kumar, CA stated that for the period of 25/09/2013 to 25/03/2014, the amount charged will be waived off but after 25/03/2014, the consumer has not applied for reconnection and until the date of his application for reconnection fixed charges from 25/03/2014 till the date of his application for reconnection will be charged as per instructions of the Nigam.

The Consumer, however, intimated that he went to the office and requested to get his premises reconnected but he was asked to first clear the pending dues.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

The Forum asked the consumer what he finally wants whether premises should be disconnected or reconnected. The consumer replied that he wants his premises disconnected. The Forum directed the consumer to submit his request for disconnection in writing. He submitted application for permanent disconnection of his premises.

After going through the case file, the information/documents supplied by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the respondent SDO to disconnect the supply of the consumer permanently as per his application dated 08/06/2015. In the mean time, the respondent is directed to produce to the Forum on the next date of hearing the instructions of DHBVN vide which average charges are recoverable from consumer whose premises is disconnected on temporary basis after the expiry of 6 months from the date of temporary disconnection. The remaining issues will be decided later on. The case was adjourned for next date.

To-day, the proceedings held at Palwal on 03/07/2015. The consumer as well as respondent SDO is present. The SDO submitted supplementary reply through Nodal Officer/CGRF, DHBVN vide his memo No. 620A date 02/07/2015 intimating that the connection has been disconnected on 01/07/2015 vide PDCO No. 5924500135.

The Forum is of the opinion that after the expiry of the period of 6 months, the consumer should have immediately approached the respondent SDO to express his intention whether he wants to continue the connection or he wants to get his premises disconnected. However, the consumer could not do so. On 12/08/2014, the consumer gave the application to the SDO/Op. City, Palwal for correction of electricity bill and waive off the charges.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum finds that respondent SDO is justified in recovering of fixed charges from the date of expiry of temporary disconnection period to 11/08/2014 only and directs the respondent SDO to limit his recovery up to this amount and no recovery after 11/08/2014 is to be made and case is closed. The Forum disposed off the petition without any cost on either side.

File be consigned to record.

Given under our hands on this day of 3rd July, 2015.

(R.V. Bari)
Chairman

(M.M. Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1125/2015

Date of Institution: 13.05.2015

Date of Hearing: 12.06.2015 &
22.07.2015

Date of Order: 22.07.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. K.K.Kapoor, H.No. 217, Sector-28, Faridabad regarding change of name of electricity bill.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Old Faridabad.

2.SDO/Op. S/Divisi-on (West), DHBVN,Sector-19, Faridabad.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1.Present.

1. Nodal Officer,CGRF, DHBVN, Hisar

2.SDO of Sub-Divn. DHBVN, Faridabad.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. K.K.Kapoor, H.No. 217, Sector-28, Faridabad has got electricity connection bearing A/C No. HB17-1133/DS under SDO/Op. Sub-Division (West), DHBVN, Faridabad, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he has transferred the above property in his son's name (Kunal Kapoor) vide HUDA re-allotment letter dated 18/02/2015. The Municipal Commissioner, Faridabad has already changed the name in their records for water and house tax purposes. He approached DHBVN office, HUDA Market, Sector-19, Faridabad and JE (site office), Sector-28, he was told the following:-

- i) First get the existing electronic meter changed and install digital meter involving an expenditure of Rs.4000/- approximately.
- ii) Deposit fresh (Security) involving expenditure of Rs.3500/-.

In this connection, he requested the DHBVN in changing the old meter with digital meter of its own, thereby his meter shall also get changed, when his turn comes. Why to put change of meter as pre-condition for change of name in electricity bill.

Secondly, he has already paid the security deposit for existing connection, which is about 22 years old. Now, why he has to pay fresh security deposit for this request of change of name. Ultimately, it is not request for fresh connection. The consumer requested

1. to get his son's name changed in DHBVN electricity bill without insisting for digital meter as pre-condition.
2. not to ask for fresh security deposit.

He is a senior citizen retired person and cannot afford to pay Rs.8000/- approximately for change of name and requested name to be changed from K.K. Kapoor to Kunal Kapoor.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 12/06/2015 at Faridabad for hearing of the case.

During the proceedings held at Faridabad on 12/06/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1110 dated 08/06/2015, stating therein that the following document/fee required to be deposited for change of name as laid down under Instruction NO. 2.2 and requested to get completed all the usual formalities.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

During verbal discussion, Sh. K.C.Dhiman, SDO stated that the instruction No. 2(vi) and (ix) of MOI 2.2 are required to be complied with i.e. the consent of the original consumer and the undertaking from the applicant (consumer) on Non-judicial Stamp paper of appropriate value to the effect that he will be responsible to pay any dues/charges pertaining to the previous consumer as are assessed at subsequent stage and are legitimately chargeable in accordance with section 56(2) of Electricity Act, 2003 and a sum representing the difference of consumption security on the basis of current rate and the amount already to the credit of original consumer.

After going through the case file, the information/documents supplied by the applicant on the date of hearing and discussion held during the course of hearing in the case, the consumer was directed by the Forum to comply with these requirements and contact SDO to get his work done on or before the next date of hearing.

To-day, the proceedings held at Faridabad on 22/07/2015. The consumer is present but the respondent SDO is not present. The consumer submitted a letter dated 22/07/2015, stating therein that his change of name has been done in the bill. He is satisfied and requested for closure of the case.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as the grievance of the consumer has been redressed as per letter given by the consumer in writing. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 22nd July, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1126/2015

Date of Institution: 18.05.2015

Date of Hearing: 19.05.2015&23.06.2015

Date of Order: 23.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Smt. Mukesh Devi W/o Sh. Bajrang, V&P.O. Kairu, Distt.,
Bhiwani regarding release of new tube well connection.

.....Complainant/Petitioner

V/s

1. Xen, S/U Division , DHBVN, Bhiwani.
2.SDO/Op. S/Division, DHBVN, Jui.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

1. Nodal Officer / CGRF, DHBVN, Hisar
2. SDO/Op. Sub-Divn., DHBVN, Jui.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Smt. Mukesh Devi W/o Sh. Bajrang, V&P.O. Kairu, Distt., Bhiwani has applied for release of new tube well electricity connection vide application No. 17597/AP under SDO/Op. Sub-Division, DHBVN, Jui, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that she had deposited security of Rs.750/- dated 21/05/2014 for release of new tube well connection. She had deposited Rs.85645/- on dated 12/12/2014 against self execution scheme but her connection has not been released up till now. The respondent has erected the poles with conductor but Transformer has not been installed till to-day. Due to non-providing of tube well connection, the crops are going dry. She visited the respondent office many times but of no avail. The consumer requested the Forum to get the T/F installed and tube well connection released.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 19/05/2015 at Bhiwani for hearing of the case.

During the proceedings held at Bhiwani on 19/05/2015, the representative of consumer as well as representative of respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1676 dated 18/05/2015, stating therein that the consumer adopted the self execution scheme. Thereafter, demand notice issued by his office vide memo No. CC-2 dated 12/12/2014 as well as compliance was made by the consumer and deposited the amount Rs.85645/- vide ref. No. 1928843 dated 12/12/2014 on account of 1.5% supervision charges, ACSR & T/F cost.

The work has been executed by the contractor through M/s Choudhary Electrical Dhigawa and work completion certificate has been submitted in his office on dated 25/01/2015. Further the requirement of T/F has been sent by his office to XEN, S/U Division, Bhiwani vide memo No. 604 dated 20/02/2015 and after allocation of T/F, the said connection will be released by his office.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum finds that since all the formalities have been completed and infrastructural work has been done by the contractor, delay in releasing connection amounts to carelessness on the part of concerned officer. The Forum directed the respondent SDO to install the T/F and release the connection of the consumer immediately to avoid any further harassment to the consumer. Compliance be reported on or before the next date of hearing.

To-day, the proceedings held at Bhiwani on 23/06/2015. The representative of consumer as well as respondent SDO is present. The SDO stated that the connection could not be released because of non-availability of T/F with the department.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, in the opinion of the Forum, this is a casual approach on the part of the SDO. The Forum, therefore, directs the SDO to release the connection of the consumer within one month time and report the compliance to the Forum and case is closed. The Forum disposed off the petition without any cost on either side and case is closed.

File be consigned to record.

Given under our hands on this day of 23rd June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1127/2015

Date of Institution: 18.05.2015

Date of Hearing: 19.05.2015&23.06.2015

Date of Order: 23.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Girdhari Lal S/o Sh. Kishna Ram, V&P.O. Loharu, Tehsil, Loharu, Distt., Bhiwani regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen, S/U Division , DHBVN, Bhiwani.
2.SDO/Op. S/Division, DHBVN, Loharu.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer / CGRF,DHBVN,Hisar
2.Representative of SDO/Op. Sub-Divn.,
DHBVN, Loharu.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Girdhari Lal S/o Sh. Kishna Ram, V&P.O. Loharu, Tehsil, Loharu, Distt., Bhiwani has got an electricity connection bearing A/C No. G031-0029/NDS under SDO/Op. Sub-Division, DHBVN, Loharu, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he has taken 3-phase connection of above said account no. He deposited all the energy bills in time but the respondent raised bill with arrear on average basis which is wrong. The consumer requested the Forum to get the energy bill corrected.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 19/05/2015 at Bhiwani for hearing of the case.

During the proceedings held at Bhiwani on 19/05/2015, the consumer as well as respondent SDO was present. The SDO stated that due to late receipt of complaint, he could not prepare the reply and requested for next date for submission of reply. Request granted.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to adjourn the case for next date with the direction to respondent SDO that he will submit proper reply on or before the next date of hearing.

To-day, the proceedings held at Bhiwani on 23/06/2015. The consumer as well as representative of respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 2730 dated 19/06/2015, stating therein that the consumer is having connection in the name of M/s Saini Repairing Workshop at Loharu with connected load of 5.600 KW. During internal audit, a half margin No. 36/41 dated 04/03/2015 for Rs.26204/- was prepared in which it was observed by the audit party that the energy meter of the consumer remained defective during the period from 01/2013 to 05/2013, hence the consumer has been charged taking the base of further six months reading of healthy meter for the period from 06/2013 to 11/2013. After that his office reviewed the case on consumer's verbal request and took the base for the period from 01/2014 to 05/2014, thus reducing the charged amount from Rs.26204/- to Rs.9251/- and finally the amount of Rs.9251/- was charged vide SC&AR No. 64/26/480.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, keeping in view the reply of the SDO as well as written satisfaction letter of the plaintiff, the Forum decides to close the case, since the grievance of the consumer has been redressed. The Forum disposes off the petition without any cost on either side and case is closed.

File be consigned to record.

Given under our hands on this day of 23rd June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1131/2015

Date of Institution: 18.05.2015

Date of Hearing: 16.06.2015

Date of Order: 16.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Naresh Kumar S/o Sh. Dayanand, V&P.O.
Bhungarka, Tehsil, Narnaul, Distt., Mohindergarh regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.
- 2.SDO/Op. Sub-Division, DHBVN, Nangal Choudhary.

.....Respondents

Appearance:-

For Complainant:
For the Respondent:

1. Present.
1. Nodal Officer /CGRF,DHBVN,Hisar
2. SDO of S/Divn., DHBVN, N/Choudhary.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Naresh Kumar S/o Sh. Dayanand, V&P.O. Bhungarka, Tehsil, Narnaul, Distt., Mohindergarh has got an electricity connection bearing A/C No.1730 under SDO/Op. Sub-Division, DHBVN, Nangal Choudhary, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his domestic energy bill used to be for Rs.250/- to Rs.500/- in the year 2011. Now his energy bill is coming for Rs.2000/- to Rs.4000/-. He has lodged the complaint with the department but no action has been taken up till now. The consumer requested the Forum for correction of his bill.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 16/06/2015 at Narnaul for hearing of the case.

To-day, the proceedings held at Narnaul on 16/06/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.441 dated 15/06/2015, stating therein that the energy bill of the consumer has been corrected and notice sent to him for Rs.4233/- which has been deposited by him.

The consumer is satisfied with the reply of respondent SDO and his grievance has been redressed.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as per reply submitted by the respondent SDO and consumer is also satisfied that his grievance has been redressed by the respondent SDO. The Forum disposes off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 16th June, 2015.

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1132/2015

Date of Institution: 18.05.2015

Date of Hearing: 16.06.2015

Date of Order: 16.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Ram Singh S/o Sh. Simbu Dayal, Mohalla, New Sarai, Narnaul, Distt., Mohindergarh regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.
- 2.SDO/Op. City Sub-Division, DHBVN, Narnaul.

.....Respondents

Appearance:-

For Complainant:
For the Respondent:

1. Present.
1. Nodal Officer /CGRF,DHBVN,Hisar
2. Representative of City S/Divn., DHBVN, Narnaul.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Ram Singh S/o Sh. Simbu Dayal, Mohalla, New Sarai, Narnaul, Distt., Mohindergarh has got an electricity connection bearing A/C No.6398211111 under SDO/Op. City Sub-Division, DHBVN, Narnaul, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he had written a complaint to CM window whose No. is CMOFF/N/2015/33057 for correction of his energy bill. He visited the respondent office again and again but no solution has been made up till now. The consumer requested the Forum to redress his grievance and take action against delinquent officer.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 16/06/2015 at Narnaul for hearing of the case.

To-day, the proceedings held at Narnaul on 16/06/2015. The consumer as well as representative of respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.656 dated 15/06/2015, stating therein that the bill raised to the consumer from 01/2013 to 05/2015, only four bills amounting to Rs.1325/-, 1993/-, Rs.1850/- and Rs.1603/- respectively deposited by the consumer. In the bill of consumer for the month of 08/2014 and 10/2014, F code was coming which has been corrected. Now, the bill for the month of 05/2015 of the consumer is Rs.16348/-.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum concludes that after perusal of consumption pattern, it seems that from March, 2014 to March, 2015, bills raised on higher side. The Forum directs the respondent SDO to overhaul the account of the consumer after taking into consideration, readings recorded for three billing cycles i.e. 05/2015 to 09/2015. The Forum disposes off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 16th June, 2015.

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1134/2015

Date of Institution: 18.05.2015

Date of Hearing: 16.06.2015&14.07.2015

Date of Order: 14.07.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Rameshwar Dayal S/o Sh. Chhaju Ram, V&P.O. Surani, Distt., Mohindergarh regarding voltage problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.
2.SDO/Op. Sub-Division, DHBVN, Ateli.

.....Respondents

Appearance:-

For Complainant:
For the Respondent:

1. Present.
1. Nodal Officer /CGRF,DHBVN,Hisar
2. SDO of S/Divn., DHBVN, Ateli.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Rameshwar Dayal S/o Sh. Chhaju Ram, V&P.O. Surani, Distt., Mohindergarh has got an electricity connection bearing A/C No. SR51-547 under SDO/Op. Sub-Division, DHBVN, Ateli, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that the respondent had installed two T/Fs. at the tube well of Nitya Nand, back to back on two pairs of adjacent poles. Both the T/Fs are installed at one place due to which he faces difficulty because the tube well owner changed the phase from one T/F to other T/F. Due to this change of phases, his motor is burnt and voltage becomes low. The consumer lodged complaint in the office of SDO, Ateli but no action has been taken by the respondent SDO. The consumer requested the Forum to one T/F shifted two poles back of line. The consumer is also ready to pay the expenditure incurred on the shifting of T/F.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 16/06/2015 at Narnaul for hearing of the case.

During the proceedings held at Narnaul on 16/06/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1228 dated 16/06/2015, stating therein that voltage checked in the presence of Sh. Rameshwar Dayal at his tube well and found on R,Y&B phases as 415 Volt, 410 Volt & 408 Volt respectively. Voltage measured by digital clip-on meter on dated 15/06/2015. Further a notice/letter has been sent to consumer to give a common consent for shifting the one NO. T/F out of two No. T/Fs. The consent is to be given by all five nos. consumers being fed through the T/F to be shifted subject to no-any objection of new site.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the consumer to obtain consent of other consumers and submit the same to the SDO, so that shifting as desired can be done by him. During discussion, the SDO stated that he will shift the T/F if consent of all four consumers is received by him. The case was adjourned for next date.

To-day, the proceedings held at Narnaul on 14/07/2015. The consumer as well as respondent SDO is present. The SDO submitted supplementary reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1428 dated 13/07/2015, stating therein that deposit estimate having amount of Rs.29395/- has been framed and notice for depositing the estimated cost has been received by Sh. Rameshwar Dayal. So, the work will be completed after depositing the estimated cost.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

The consumer stated that he will decide whether he will get the work done through DHBVN by depositing Rs.29395/- or he will get the work executed under self execution scheme by depositing 1.5% amount of estimated cost with DHBVN.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the consumer to intimate his decision to the SDO and get his work done. The SDO is directed to ensure that the work of the consumer is done in either way and case is closed. The Forum disposed off the petition without any cost on either side.

File be consigned to record.

Given under our hands on this day of 14th July, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005

Telephone No. 01662-223081

(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

Case No. DH/CGRF-1136/2015

Date of Institution: 18.05.2015

Date of Hearing: 16.06.2015

Date of Order: 16.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Mukesh S/o Sh. Ramji Lal, V&P.O. Kamania, Tehsil, Narnaul, Distt., Mohindergarh regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.
- 2.SDO/Op. Sub-Division, DHBVN, Nangal Choudhary.

.....Respondents

Appearance:-

For Complainant:
For the Respondent:

1. Present.
1. Nodal Officer /CGRF,DHBVN,Hisar
2. SDO of S/Divn., DHBVN, N/Choudhary.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Mukesh S/o Sh. Ramji Lal, V&P.O. Kamania, Tehsil, Narnaul, Distt., Mohindergarh has got an electricity connection bearing A/C No. K-1041 under SDO/Op. Sub-Division, DHBVN, Nangal Choudhary, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his connection is in the name of his Uncle Sh. Tara Chand. The Flying has raided on 13/03/2015 of said connection and found fault whose amount has been deposited in the office of SDO, Nangal Choudhary. The respondent has again issued registry in his name by post while the connection is not in his name. The consumer requested the Forum for redressal of the grievance.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 16/06/2015 at Narnaul for hearing of the case.

To-day, the proceedings held at Narnaul on 16/06/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.442 dated 15/06/2015, stating therein that the A/C No. KKID-1041/DS is running in the name of Sh. Tara Chand S/o Sh. Bulla Ram. The theft team of Nangal Choudhary, DHBVN raided on dated 12/03/2015 on said account whose details are given below:-

A/C No. KKID-1041 Sh. Tara Chand S/o	LL-1 No.21/1031	Load A-	Paid
Sh. Bulla Ram of Vill. Kamania	dated 12/03/2015	0.600 C-2000	

There is no connection in the name of Sh. Mukesh Kumar S/o Sh. Ramji Lal, so a theft case has been made in the name of Sh. Mukesh Kumar of non-consumer whose details are given below:

A/C No. Non-consumer Sh. Mukesh Kumar	LL-1 No. 22/1031	Load A-9720	
Memo no.2425			
S/o Sh. Ramji Lal of Vill. Kamania.	Dated 12/03/2015	1.000 C-2000	dt.
24/03/2015			

Sh. Tara Chand S/o Sh. Bulla Ram has deposited the amount of Rs.2000/-, therefore, no notice of theft of energy has been issued to him. But Sh. Mukesh Kumar S/o Sh. Ramji Lal has not deposited the theft amount, so a registered letter has been issued vide memo No. 2425 dated 24/03/2015 to Sh. Mukesh Kumar.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, in view of respondent SDO reply, the Forum decides to dismiss the case being theft case because this Forum cannot adjudicate the theft case. The Forum disposes off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 16th June, 2015.

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Case No. DH/CGRF-1137/2015

Date of Institution: 18.05.2015

Date of Hearing: 16.06.2015

Date of Order: 16.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Inder Singh S/o Sh. Chaina Ram, V&P.O. Mandlana, Tehsil, Narnaul, Distt., Mohindergarh regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.

2.SDO, S/U Sub-Division, DHBVN, Narnaul.

.....Respondents

Appearance:-

For Complainant:

For the Respondent:

1. Present.

1. Nodal Officer /CGRF, DHBVN, Hisar

2. SDO of S/U S/Divn., DHBVN, Narnaul.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Inder Singh S/o Sh. Chaina Ram, V&P.O. Mandlana, Tehsil, Narnaul, Distt., Mohindergarh has got an electricity connection bearing A/C No. P-938/DS under SDO, S/U Sub-Division, DHBVN, Narnaul, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he has an electricity connection bearing A/C No. P-938/DS whose energy bill raised by the respondent is wrong and requested for correction of his bill.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 16/06/2015 at Narnaul for hearing of the case.

To-day, the proceedings held at Narnaul on 16/06/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 8196 dated 12/06/2015, stating therein that energy bill of the consumer has been rectified vide sundry No. 66/170. The SDO verbally stated that the account of the consumer has been overhauled and Rs.1779/- has been adjusted.

The consumer further stated that he is not in a position to deposit the whole amount at one time and requested for installments.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the consumer to make the payment in three equal installments and case is closed. The Forum also directed the SDO to take amount in three equal installments along with current bill. The Forum disposes off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 16th June, 2015.

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1138/2015

Date of Institution: 18.05.2015

Date of Hearing: 16.06.2015

Date of Order: 16.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Bhoop Singh S/o Sh. Budh Ram, Village, Hasanpur,
P.O. Koriawas, Tehsil, Narnaul, Distt., Mohindergarh regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Operation Division, DHBVN, Narnaul.
- 2.SDO, S/U Sub-Division, DHBVN, Narnaul.

.....Respondents

Appearance:-

For Complainant:
For the Respondent:

1. Present.
1. Nodal Officer /CGRF,DHBVN,Hisar
2. SDO of S/U S/Divn., DHBVN, Narnaul.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Bhoop Singh S/o Sh. Budh Ram, Village, Hasanpur, P.O. Koriawas, Tehsil, Narnaul, Distt., Mohindergarh has got an electricity connection bearing A/C No. J-1574 under SDO, S/U Sub-Division, DHBVN, Narnaul, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that his energy meter has been burnt. After two days, his meter has been replaced with new meter. The respondent issued bill amounting to Rs.1000/- by showing meter stopped. After that a respondent official has also taken Rs.1000/- and issued bill of Rs.1000/-. The consumer requested the Forum for correction of his bill.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 16/06/2015 at Narnaul for hearing of the case.

To-day, the proceedings held at Narnaul on 16/06/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. dated 16/06/2015, stating therein that energy bill of the consumer has been rectified vide sundry No. 63/307. The SDO verbally stated that the account of the consumer has been overhauled and Rs.276/- has been adjusted.

The consumer further stated that he is not in a position to deposit the whole amount at one time and requested for installments.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directs the consumer to make the payment in two equal installments and case is closed. The Forum also directed the SDO to take amount in two equal installments along with current bill. The Forum disposes off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 16th June, 2015.

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1139/2015

Date of Institution: 21.05.2015

Date of Hearing: 23.06.2015

Date of Order:- 23.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Mahipal Singh S/o Sh. Man Singh, Dabar Colony,
Gali No. 15, Tosham By-pass, Bhiwani regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. City Division , DHBVN, Bhiwani.
2.SDO/Op. S/Division No.II, DHBVN,Bhiwani.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1. Nodal Officer / CGRF,DHBVN,Hisar
2. SDO/Op. Sub-Divn. No.II, DHBVN,
Bhiwani.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Mahipal Singh S/o Sh. Man Singh, Dabar Colony, Gali No.15, Tosham By-pass, Bhiwani has got an electricity connection bearing A/C No. XD1D-2090 under SDO/Op. Sub-Division No.II, DHBVN, Bhiwani, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that his faulty meter was replaced immediately. In the month of Nov., 2013, the respondent has issued bill of 960 units. When he visited the respondent office, they asked him to get the meter checked. After checking of the meter, the meter was found in running position. The respondent told him that his account would be adjusted after three billing cycles but no action has been taken by the respondent. His no bill is pending till the end. The consumer requested the Forum to get his 960 units adjusted on average basis.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 23/06/2015 at Bhiwani for hearing of the case.

To-day, the proceedings held at Bhiwani on 23/06/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.1416 dated 22/06/2015, stating therein that the bill of account No. XD1D-2090 was prepared on average basis (960 units) for the month of 11/2013. Account was overhauled by taking consumption of 05/2013 to 09/2013 which comes @ 444 units per bill. A sum of Rs.3364/- was refunded vide SC&AR No. 560/80.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, keeping in view the reply of the SDO and consumer affixing his signature on the SDO's letter that his bill has been corrected and he is satisfied, the Forum disposes off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 23rd June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Telephone No. 01662-223081

(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

Case No. DH/CGRF-1140/2015

Date of Institution: 21.05.2015

Date of Hearing: 23.06.2015

Date of Order: 23.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of The Gram Panchayat Talu, Gram Panchayat, Pur, Talu, Siwara, Lohari Jatu & Manthana, Distt., Bhiwani regarding voltage problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. City Division , DHBVN, Bhiwani.

2.SDO/Op. S/Division, DHBVN, Bawani Khera.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1.Nodal Officer / CGRF,DHBVN,Hisar

2. SDO/Op. Sub-Divn., DHBVN, B/Khera.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

The Sarpanches, Gram Panchayat Talu, Pur, Talu Siwara, Lohari Jatu & Manthana, Distt., Bhiwani have got an electricity connections under SDO/Op. Sub-Division, DHBVN, Bawani Khera, hence this Forum has jurisdiction to hear the complaint. A common and joint complaint has been made through Sarpanch, Talu Gram Panchayat having A/C No. TL-1D-352/DS.

The complainant has filed the complaint, stating therein that 33 KV Power House, Bawani Khera supplies the electricity to the above referred villages. Now this sub-station has been connected with 132KV Sub-station, Hansi while the Hansi sub-station remains overloaded due to which the whole Sub-Division has to face power failure frequently. Due to low voltage, their equipments are not working properly. The consumer requested the Forum to get the 33KV Sub-station, Bawani Khera connected to 132KV Sub-station, Badsi.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 23/06/2015 at Bhiwani for hearing of the case.

To-day, the proceedings held at Bhiwani on 23/06/2015. The consumer is not present but the respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1863 dated 03/06/2015, stating therein that billing load of said account is 2 KW. It is a single phase connection having consumption of 80-90 units per bi-monthly bill, whereas connected load of consumer is above 3 KW. Complainant is a resident of Village Talu which gets supply from 11KV Pur feeder from 33KV S/Stn., Bawani Khera. During summer season, on 33KV S/Stn. 10200 voltage is available instead of 11000 Voltage. Talu village is at the distance of 13 KM from 33KV S/Stn. Therefore, supply at tail end reaches only 9400 voltage being overloaded feeder i.e. 245 ampere load. Further added that at 33KV S/Stn., Bawani Khera there are 2 Nos. T/F installed by the Nigam authority (4 ampere + 10 ampere). The supply of 33KV S/Stn. is fed by 132KV S/Stn., Hansi. During peak load hours only 160 ampere load is made available on 33KV site by HVPN whereas there is necessity of 180 ampere load. Hence load shedding has been imposed on feeders which is the main reason of resentment among consumers and low voltage problem is also occurred during summer season due to overloaded feeders.

Nigam has already proposed one No. 33KV S/Stn. at village Mandhana to avoid the problems of overloading and low voltage in the area. The respondent has requested XEN, City Division, DHBVN, Bhiwani to advise the XEN/Construction for completion of 33KV S/Stn., Mandhana to solve the problems of overloading in Talu and nearby villages. It is further added that complainant has demanded that 33KV S/Stn. Bawani Khera be connected with 132KV S/Stn. Badsi instead of 132KV S/Stn., Hansi which is beyond the jurisdiction of SDO/Op. S/Divn., Bawani Khera as 132KV S/Stn. falls under the HVPN authority. His office has already written to XEN/Op. City Division, DHBVN, Bhiwani to take up the matter with HVPN vide memo No. 1634 dated 21/04/2015.

Now a days Pur Feeder has been bifurcated and village Talu has been fed from separate feeder and the voltage of village Talu is in permissible limits. The consumer case is untraceable being very old record.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, keeping in view the reply of the SDO as well as written satisfaction letter of the plaintiff, the



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Forum decides to close the case, since the grievance of the consumer has been redressed. The Forum disposes off the petition without any cost on either side and case is closed.

File be consigned to record.

Given under our hands on this day of 23rd June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

Case No. DH/CGRF-1147/2015

Date of Institution: 28.05.2015

Date of Hearing: 23.06.2015

Date of Order: 23.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of Sh. Hari Ram Mittal, Kothi No. 9-J/51, PGIMS, Rohtak
(User: Sh. Karam Singh S/o Sh. Ajit Singh), Bhiwani regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. City Division , DHBVN, Bhiwani.
2.SDO, S/U S/Division No.1, DHBVN, Bhiwani.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Nodal Officer / CGRF,DHBVN,Hisar
2.Representative of SDO, S/U Sub-Divn.
No.1, DHBVN, Bhiwani.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Hari Ram Mittal, Kothi No. 9-J/51, PGIMS, Rohtak (User: Sh. Karan Singh S/o Sh. Ajit Singh), Bhiwani has got an electricity connection bearing A/C No. MB-1D-1547 under SDO, S/U Sub-Division No.1, DHBVN, Bhiwani, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that his meter was burnt on 09/07/2007 and he deposited the meter cost for replacement of burnt meter inspite of that the respondent has not replaced his meter. The consumer visited the respondent office 4-5 times for replacement of meter but his meter has been replaced after about 7 years. The consumer requested the Forum to get his average bill charges adjusted during 7 years.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 23/06/2015 at Bhiwani for hearing of the case.

To-day, the proceedings held at Bhiwani on 23/06/2015. The consumer as well as representative of respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 1305 dated 04/06/2015, stating therein that the meter having A/C No. MB-1D-1547 became dead stop during 06/2007. The consumer has requested verbally/written application to overhaul the account. Therefore, letter was written to XEN/Op. City Division, DHBVN, Bhiwani seeking permission to overhaul the account. The Xen/Op. City Division accorded the permission to overhaul the account vide his office memo No. 1806 dated 26/02/2015. Thereafter, his office overhauled the account of the consumer vide SC&AR No. 152/209 dated 16/04/2015 and amount of Rs.16861/- refunded in his account. But the consumer is not satisfied as the adjustment has been made only for six months.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, keeping in view the reply of the SDO as well as objection of the plaintiff, the Forum is of the opinion that as per the citizen charter, the meter of the consumer should have been installed within 6 months from the date of amount deposited by the consumer i.e. up to 8th January, 2008. But the meter was actually installed in October, 2013 i.e. after the expiry of a period of more than five years and six months. During this long period, the consumer was billed on average basis for more than Rs.4000/- per billing cycle which according to him, is un-reasonable. The consumer says that after the installation of the meter, pattern of consumption may be taken as the base and the bill for the period 07/2007 to 10/2013 be overhauled.

The representative of SDO stated that the instructions allow the overhauling of account, only up to a period of 6 months. He was asked to produce a copy of instruction. Upon this a copy of SMI 4.14 was produced which pertains to provisional billing.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

After hearing both the parties and discussion held during the process of hearing, the Forum thinks it un-reasonable to charge heavy amount from the consumer for long period of more than five and a half years and that too when the failure to install the meter timely is on the part of the respondent SDO. The Forum agrees with the contention of the consumer and directs the respondent SDO to overhaul the account of the consumer from 09/01/2008 to 10/2013 on the basis of reading recorded by the new meter (average) from November, 2013 to October, 2014. The amount refundable (if any) may be refunded to the consumer by cheque instead of by adjusting the amount in his bill and case is closed. The Forum disposes off the petition without any cost on either side and case is closed.

File be consigned to record.

Given under our hands on this day of 23rd June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

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Case No. DH/CGRF-1150/2015

Date of Institution: 01.06.2015

Date of Hearing: 23.06.2015

Date of Order:- 23.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Sanjay Kumar S/o Sh. Gaja Nand C/o M/s Shri Balaji Oil Mill, Chiriya Road, Charkhi Dadri, Distt., Bhiwani regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Charkhi Dadri.

2.SDO/Op.City S/Division, DHBVN,Charkhi Dadri.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

1. Nodal Officer / CGRF, DHBVN, Hisar

2.SDO/Op. City Sub-Divn., DHBVN,
Ch.Dadri.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

DAKSHIN HARYANA BIJLI VITRAN NIGAM

D-BLOCK, Ground Floor, Vidyut Sadan, Vidyut Nagar, Hisar-125 005

Telephone No. 01662-223081

(website: www.dhbvn.org.in). (e-mail ID: cgrfdhbvn@gmail.com)

ORDER

Sh. Sanjay Kumar S/o Sh. Gaja Nand C/o M/s Shri Balaji Oil Mill, Chiriya Road, Charkhi Dadri, Distt., Bhiwani has got an electricity connection bearing A/C No. CRHT-12 under SDO/Op. City Sub-Division, DHBVN, Charkhi Dadri, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that;

1. In the bill for the month of March, 2015, a sum of Rs.142347/- added on account of MDI penalty by showing MDI to be 19605 which is only a clerical mistake. Again in April, 2015 and May, 2015 MDI penalty amounting to Rs.168364/- and Rs.71038/- respectively added which is incorrect.
2. Application for extension of MDI/load submitted on 15/04/2015 but no action taken so far.
3. Amount unduly charged may be refunded.
4. Contract Demand/connected load should be treated as extended after expiry of one month period i.e. from 15/05/2015.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 23/06/2015 at Bhiwani for hearing of the case.

To-day, the proceedings held at Bhiwani on 23/06/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.230 dated 19/06/2015, stating therein that Rs.142348/- refunded to the consumer vide SC&AR No. 86/130 dated 19/06/2015 which was wrongly charged by the computer cell against exceeded MDI i.e. 19605 instead of actual MDI $(65.35 \times 3 \text{ (MF)}) = 196.05 \text{ KVA}$ as verified from the record against CD 205 KVA. Rs.168364/- charged in the month of April, 2015 and Rs.71038/- charged in the month of May, 2015 is rightly chargeable because in these months MDI actually exceeded. The consumer has represented that he has applied for EOL on 15/04/2015 with the remarks that after expiry of one month period MDI penalty is not chargeable but as per Nigam's instruction process time is 71 days as per Sales Circular No. D-17/2014 point No. 4.4.7.

Thus, the following three issues came for decision before the Forum:

1. Whether penalty of Rs.142347/- imposed upon the consumer in the month of March, 2015 on account of exceeding of contract demand was chargeable from the consumer.
2. Whether the amount charged in the month of April, 2015 i.e. Rs.168364/- on account of penalty due to exceeding of contract demand is chargeable from the consumer.
3. Whether a sum of Rs.71038/- charged by the respondent SDO on account of penalty due to exceeding of contract demand in the month of May, 2015 is justified.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum finds that the SDO himself admitted that Rs.142348/- was wrongly charged by computer cell and this amount has been refunded to the consumer vide SC&AR No. 86/130 dated 19/06/2015. This, therefore, remains no issue for consideration of this Forum. As regards, charging of penalty in the month of April, 2015, the consumer pleaded that in the month of April, 2015 (on 15/04/2015), the consumer deposited Rs.31000/- for extension of load of contract demand from 205 KVA to 245 KVA, so the amount charged by the respondent is wrong.



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-: 2 :-

The Forum does not agree with this contention and finds that the amount of Rs.168364/- in the month of April, 2015 is chargeable as the contract demand cannot be extended on the date of application itself.

The consumer showed to the Forum SMI No. 1.11 clause (2) of which states that extension of load up to 1000 KW and maximum contract demand of 1000 KVA will be sanctioned by the competent authority within a period of one month from the date of application of the consumer otherwise the extension of load applied by the consumer will be deemed to have been sanctioned and demand notice shall be issued immediately thereafter. The SDO was asked to submit his version on this point but he could not reply.

The Forum, therefore, is of the opinion that the contention of the consumer is correct and clause 4.4.7 of Sales Circular No. D-17/2014 is not applicable in this case. The SDO informed the Forum that the MDI reading was taken on 18/05/2015. The version of the consumer that on 15/05/2015, the contract demand should be deemed to have been extended to 245 KVA is correct and the amount of Rs.71038/- charged from the consumer in the month of May, 2015 is not justified. The Forum, therefore, directs the respondent SDO to refund a sum of Rs.71038/- to the consumer.

The Forum disposes off the petition without any cost on either side and case is closed from the Forum. File be consigned to record.

Given under our hands on this day of 23rd June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1152/2015

Date of Institution: 08.06.2015

Date of Hearing: 23.06.2015

Date of Order:- 23.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Rajesh Kumar S/o Sh. Babu Lal, V&P.O. Kairu, Tehsil & Distyt., Bhiwani regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen, S/U Division , DHBVN, Bhiwani.

2.SDO/Op. S/Division, DHBVN,Jui.

.....Respondents

Appearance:-

For Complainant:

1.Representative.

For the Respondent:

1. Nodal Officer / CGRF, DHBVN, Hisar

2.SDO/Op. Sub-Divn., DHBVN, Jui.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Rajesh Kumar S/o Sh. Babu Lal, V&P.O. Kairu, Tehsil & Distt., Bhiwani has got an electricity connection bearing A/C No. KA-31/0057 under SDO/Op. Sub-Division, DHBVN, Jui, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he has a connection of Attaa Chaki in his village Kairu whose A/C No. KA-31/0057. His energy meter was burnt and, therefore, replaced with new meter vide MCO No. 38/77 dated 25/07/2014 on dated 26/07/2014. According to meter reading he continued depositing the bill of every month up to March, 2015. The respondent office has not entered the MCO up to March, 2015. The new MCO was entered in the record in 04/2015 and showed old reading 1 unit and new reading 2006 units and raised bill of 2005 units while he has deposited the bill of March, 2015 up to 1783 units. His bill should only be of 224 units and requested the Forum for getting his bill corrected.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 23/06/2015 at Bhiwani for hearing of the case.

To-day, the proceedings held at Bhiwani on 23/06/2015. The representative of consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.2128 dated 22/06/2015, stating therein that the meter of the consumer changed by Sh. Mange Ram, AFM through MCO No. 38/77 effected on 10/10/2014 but the same was not returned to his office by Sh. Mange Ram, AFM well in time for billing advice, whereas MCO was returned by the official to Sh. Rajbir Singh, LDC on dated 30/03/2015, even after the advice of MCO sent to billing agency by the Ledger Keeper Sh. Rajbir Singh, LDC and bill of the consumer rendered during the month of 04/2015 of the units 2007-1= 2006 units of the tune of Rs.15707/-. Further the explanation of the official was called by his office vide memo No.2053 dated 16/06/2015 for not returned the MCO well in time to his office. The case of the consumer already sent to XEN, S/U Divn., Bhiwani for approval for correction in the bill vide his office memo No. 2078 dated 17/06/2015 as and when the approval accorded by XEN office, the correction will be done accordingly.

The SDO submitted supplementary reply vide his office memo No. Spl-1 dated 23/06/2015, stating therein that the billing dispute of subject cited consumer will be set-right within two days.

The representative of consumer has also affixed his signature on the SDO letter that he is satisfied.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, in the light of written undertaking of the SDO, the Forum decides to close the case with the direction to the respondent SDO to rectify the bill of the consumer immediately. The Forum disposes off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 23rd June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1157/2015

Date of Institution: 09.06.2015

Date of Hearing: 03.07.2015

Date of Order: 03.07.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman
Sh. M.M.Gupta, Member
Sh. Satish Malik, Member

In the matter of complaint of In the matter of complaint of Sh. Devpal Rawat S/o Sh. Kishori Lal Rawat, Bye-Pass Road, Near Jaat Dharamshala, Tehsil & Distt., Palwal regarding RCO of tube well connection.

.....Complainant/Petitioner

V/s

1. Xen/Op. Division , DHBVN, Palwal.
2.SDO/Op. S/Division, DHBVN, Hodal.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1.Representative of Nodal Officer, CGRF, DHBVN, Hisar.
2.Representative of SDO of Sub-Divn., DHBVN,Hodel.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Devpal Rawat S/o Sh. Kishori Lal Rawat, Bye-Pass Road, Near Jaat Dharamshala, Tehsil & Distt., Palwal has got electricity connection bearing A/C No. 151/191 under SDO/Op. Sub-Division, DHBVN, Hodel, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that:-

1. In the year dated 31/07/2006 at Hodal, DHBVN Office, he applied for RCO under the scheme of PDCO revival scheme and he was told that the office has been transferred to Hathin and the case file No. 7497/APRCO/31-07/2006 along with the application of RCO has been transferred at Hathin DHBVN Office.
2. Upto one year, he received no message from the Hathin office then he enquired about the status of his file then it was revealed that his case has been cancelled due to non-compliance of demand notice. He told the respondent that no demand notice has been sent to him as at his village address but they did not care for his plea and he was not shown any file. Later on, a file named Devpal S/o Khillu was shown to him which was not bearing his signature even and he refused to admit that file was of his own. He approach to higher authority of the department on 09/05/2011 and on 29/07/2011 but till now his file has not been traced.

The complainant requested the Forum that his file may be traced and his request for RCO of his old connection which became permanently disconnected due to non-payment of bill may be considered condoning the time factor as he is continuously in touch with the office and the higher authority of the department.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 03/07/2015 at Palwal for hearing of the case.

To-day, the proceedings held at Palwal on 03/07/2015. The consumer as well as representative of respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 753 dated 03/07/2015, stating therein that the A/C No. BAP-151 is running in the name of Sh. Bikram Singh instead of Sh. Devpal Rawat. Another two AP tube well connections A/C No. BAP-151 & BAP-197 were running in the name of complainant. The connection of complainant bearing A/C No. BAP-151 was disconnected on defaulting amount Rs.1844.10 dated 12/12/1983 vide PDCO No. 12/6204 dated 12/12/1983 and the defaulting amount



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was transferred in other AP tube well connection A/C No. BAP-197 vide SC&AR No. 74/23/34. The above facts were verified from the billing ledger for the year 04/1983 to 12/1983.

-: 2 :-

It is further replied that all old record of all category area falling under the jurisdiction of Op. S/Division, DHBVN, Hathin had been transferred to the concerned Sub-division during the year 07/2007. However, the complainant demands relief to effect the RCO of his AP tube well connection which was disconnected on defaulting amount. As per latest standing instruction of the Nigam, this case is time barred. Hence, the complainant is not entitled to demand relief.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to dismiss the case being time barred and as per reply submitted by the respondent SDO. The Forum dismisses the petition without any cost on either side.

File be consigned to record.

Given under our hands on this day of 3rd July, 2015.

(R.V. Bari)
Chairman

(M.M. Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1158/2015

Date of Institution: 15.06.2015

Date of Hearing: 19.06.2015 & 17.07.2015

Date of Order: 17.07.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Nipun Kumar S/o Sh. Prem Chand, M/s Garg Ice Factory,
Near Sangam Palace, Barnala Road, Sirsa regarding billing problem.

.....Complainant/Petitioner

V/s

1. Xen/Op. City Division, DHBVN, Sirsa.

2.SDO/Op. City Sub-Division, DHBVN, Sirsa.

.....Respondents

Appearance:-

For Complainant:

1.None.

For the Respondent:

1. Nodal Officer/CGRF, DHBVN,Hisar.

2. SDO of City Sub Divn.,DHBVN, Sirsa.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Nipun Kumar S/o Sh. Prem Chand, M/s Garg Ice Factory, Near Sangam Palance, Barnala Road, Sirsa has got an electricity connection bearing A/C No. MF51-0001 under SDO/Op. City Sub-Division, DHBVN, Sirsa, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the present complaint stating therein that he is depositing all the bills regularly and no bill is pending of said account. Due to some technical fault, his CD/MDI has exceeded in the month of 06/2014 and the respondent had issued additional bill of Rs.54700/-. The said connection MDI has neither exceeded before the month of 06/2014 nor later on of 06/2014. The consumer requested the Forum for overhauling his account and waive off the amount of Rs.54700/-.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 19/06/2015 at Sirsa for hearing of the case.

During the proceedings held at Sirsa on 19/06/2015, the consumer as well as respondent SDO was present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.2046 dated 18/06/2015, stating therein that MDI of said connection exceeded abnormally to the extent of $9.37 \times 20 = 187.40$ KW against sanctioned load of 49 KW. Ratio of CT installed is 100/5 and capacity of the transformer installed is 200 KVA (mixed load of 2 Nos. Gali of Bhagat Singh Colony), it is not technically possible that consumer can use maximum 187.40 KW load from the existing CT and transformer. It seems that MDI exceeded due to some internal fault of the meter.

The SDO further stated that he wants to get the meter checked from the manufacturing Firm through M&T lab so that the accuracy of the meter may be got checked.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum directed the respondent SDO to get the meter checked in the presence of the consumer by giving due notice to the consumer. Now, the case has come up for arguments. The case was adjourned for next date.

To-day, the proceedings held at Sirsa on 17/07/2015. The consumer is not present but respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No. 2201 dated 08/07/2015, stating therein that the MDI of subject cited consumer was exceeded $9.37 \times 20 = 187.40$ KW against sanction load 49 KW in the month of 06/2014.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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-: 2 :-

His office wrote a letter to Nipun Kumar vide memo No. 2066 dated 19/06/2015 regarding accuracy of testing of MDI of meter from concerned Secure Firm, Jaipur. Accordingly, he discussed with the firm's engineer Mr. Parsant Rohila and they have reported to deposit Rs.5000/- in favour of Secure Ltd., Jaipur for checking the accuracy of meter. Now his office took up the matter with SDO/M&P Lab, DHBVN, Hisar and meter sent in M&P lab vide his office memo No.2132 dated 30/06/2015.

SDO/M&P reported to his office vide his office memo No. 373/MT-43 dated 01/07/2015 and intimated that accuracy of the meter was found within permissible limit. Data of meter was taken through CMRI and report has been printed through BCS software and it has observed that memory failure flag is on i.e. shown value Yes due to which whole data of the meter could not be downloaded.

The consumer however, vide his letter dated 03/07/2015 withdrew the case from the Forum as he wants to file the case in the court of law.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum decides to close the case as per written request given by the consumer. The Forum disposed off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 17th July, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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Case No. DH/CGRF-1159/2015

Date of Institution: 18.06.2015

Date of Hearing: 23.06.2015

Date of Order:- 23.06.2015

Before the Forum for Redressal of Consumer Grievances, DHBVN.

Present:-

Sh. R.V.Bari, Chairman

Sh. M.M.Gupta, Member

Sh. Satish Malik, Member

In the matter of complaint of Sh. Kishan Lal S/o Sh. Maya Ram, Ward No.1, Anaj Mandi, Siwani, Distt., Bhiwani regarding billing problem.

.....Complainant/Petitioner

V/s

1. XenOp. S/U Division , DHBVN, Bhiwani.

2.SDO/Op. S/Division, DHBVN, Siwani.

.....Respondents

Appearance:-

For Complainant:

1.Present.

For the Respondent:

1. Nodal Officer / CGRF, DHBVN, Hisar

2.SDO/Op. Sub-Divn., DHBVN, Siwani.



FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

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ORDER

Sh. Vinod Kumar S/o Sh. Kishan Lal, Ward No.1, Anaj Mandi, Siwani, Distt., Bhiwani has got an electricity connection bearing A/C No. SM1D-0446A under SDO/Op. Sub-Division, DHBVN, Siwani, hence this Forum has jurisdiction to hear the complaint.

The complainant has filed the complaint, stating therein that he is consumer bearing A/C No. SM1D-0446. The DHBVN has framed a false case of theft of electricity against him. The DHBVN officials had removed the meter and placed the meter in pillar box and given direct supply to him. After few days, some officials came and started carrying the pillar box. At this, the consumer along with other consumers stopped them and prevented them for carrying the meters. After that he met the SDO and requested to connect the supply through their electric meters. He directed the JE to install the meter in the pillar box and connect the supply but the meters were not installed up to 23/04/2015. On 23/04/2015, he requested in writing but the JE did not connect supply through the meter. On 28/04/2015, when his family was not at home, the case of theft of electricity was made against him. When he talked to the SDO, he asked him to settle the payment of money with JE. When he said that he has not committed any theft of electricity. SDO sent him a notice of penalty on 11/05/2015. The consumer stated that the theft case has been framed against him as he did not pay the bribe. He requested the Forum to withdraw the false theft case and withdraw the penalty imposed upon him.

Though, the case has been made under Section-135 of Electricity Act, 2003 and the Forum is not competent to accept this but after going through the representation addressed by the consumer to the SDO requesting him that the meters lying in pillar box may be installed and connection may be given through the meter as direct supply has been given to them which was marked by the SDO to two ALMs on 23/04/2015 to check the meter and install as per Nigam instructions and also keeping in view that the consumer who is involved in the theft of electricity will not go to the SDO for giving supply through the meters, the Forum was of the opinion that a false case has been framed against the consumer for mental harassment with malafide intension of recovery of money and accepted the case as the consumer personally visited the Forum two times and intimated the Forum that he tried to meet the SE but he was not available. He met the XEN and SDO when he was asked by the SDO to settle the money with the JE.

The complaint was forwarded to the Nodal Officer for filing the Nigam's version and both the parties were asked to appear before the Forum on 23/06/2015 at Bhiwani for hearing of the case.

To-day, the proceedings held at Bhiwani on 23/06/2015. The consumer as well as respondent SDO is present. The SDO submitted reply through Nodal Officer/CGRF, DHBVN, vide his office memo No.3290 dated 19/06/2015, stating therein that a representation was submitted to Sh. Pawan Kumar, JE-F for installation of meter against aforesaid A/C No. SM1D-0446. The same application was marked to Sandeep, ALM and Dushyant, ALM to check and install the meter. The application was retained by the complainant in his custody. He has not come to the staff neither shown this application due to which the proper action could not be taken. The premises of A/C No. SM1D-0446 was checked by Sh. Pawan Kumar, JE-F and Sh. Mandeep, LM vide LL-1 No. 46/454 dated 28/04/2015. The supply was found running directly from LT line and connected load checked at the time of checking 5.166 KW. Thereafter, action was taken on LL-1 as per Nigam instruction and case was booked u/s 135 of electricity act, 2007. Hence, an amount of Rs.83117/- assessment amount and Rs.12000/- compounding amount charged as per Sales Circular No. 43/2007.



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From the analysis of consumption pattern for the period 08/2013 to 04/2015 (i.e. 22 months), it is observed that he is not an honest consumer of DHBVN and the average consumption per month comes to 52 units per month which is not justified on connected load of 5.166 KW on Urban Feeder. In his opinion, he may be involved in theft of electricity.

After going through the case file, the information/documents supplied by the applicant as well as by the respondent on the date of hearing and discussion held during the course of hearing in the case, the Forum noted the following points:-

1. In case of theft of electricity, the premises of the consumer should be disconnected immediately and supply should not be restored unless and until the amount of assessment charges is deposited by the consumer. But in this case, the connection of the consumer was running without recovery of assessment or compounding charges.
2. No Videography of the site was made by the officials concerned.
3. It has been stated in LL-1 Form that at the time of checking one Sh. Sajjan reported that team of pillar box removed the meter and did not install again and connected the supply direct few months ago. It shows that supply was connected directly by DHBVN staff and not by consumer.
4. On 23/04/2015, the consumer personally visited the SDO with the application to give the supply through meter but the theft case was made on 28/04/2015 instead of giving supply as requested by him.
5. The respondent SDO produced to the Forum a copy of his memo No.B21/2015/268 dated 29/04/2015 addressed to SHO I&P RWR requesting him to register FIR. The Forum noted that the letter addressed to the consumer bears the same date as the date of letter which was sent to the SHO (i.e. B-21/2015/266 dated 29/04/2015) for depositing the assessment charges. Writing to the SHO for registering FIR and to the consumer for depositing the assessment charges on the same date i.e. 29/04/2015 without giving to the consumer any time to deposit money is against the principle of natural justice.

In view of above facts and chronology of events, the Forum concludes that this is a case of harassment and not that of theft of energy and directs the respondent SDO to withdraw the assessment notice. The Forum disposes off the petition without any cost on either side and case is closed from the Forum.

File be consigned to record.

Given under our hands on this day of 23rd June, 2015.

(R.V.Bari)
Chairman

(M.M.Gupta)
Member

(Satish Malik)
Member