

	<p style="text-align: center;">FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES DAKSHIN HARYANA BIJLI VITRAN NIGAM</p>
	<p style="text-align: center;">HETRI, SECTOR 16, IDC AREA, GURUGRAM website: <a href="http://www.dhbvn.org.in">www.dhbvn.org.in</a> (e-mail ID:cgrf@dhbvn.org.in)</p>

CASE NUMBER	DH / CGRF / 3429 / 2021
DATE OF INSTITUTION	10.02.2021
DATES OF HEARING	04.03.2021&06.04.2021

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

Present:

SANJEEV KUMAR CHOPRA	CHAIRPERSON (THROUGH VC)
NARESH KUMAR MEHTA	MEMBER ACCOUNTS
MANOJ YADAV	MEMBER TECHNICAL (THROUGH VC)

In the matter of complaint of Sh. Dinesh Kumar Jain M/s Arihant Industries Near Shyam Dharam Kanta, Delhi Road, Hisar regarding wrong billing.

..... Complainant / Petitioner

Vs.

XEN / OP No.1 Divn., DHBVN, Hisar.  
SDO (OP) C/Line Sub Divn., DHBVN, Hisar.

..... Respondents

Appearance:

For Complainant

Representative

For Respondent

Respondent SDO

## **INTERIM ORDER**

Sh. Dinesh Kumar Jain M/s Arihant Industries Near Shyam Dharam Kanta, Delhi Road, Hisar is the consumer DHBVN bearing account no. 5610820000 under SDO (OP) C/Line S/Divn., DHBVN, Hisar. The Forum has jurisdiction to hear the complaint.

Complainant filed the present complaint stating that he has 48 kVA load and has consumption of about 8500 units a month. He paid bills upto 11.3.2020 regularly but on 25.3.2020 due to Covid-19, lock down was declared, as such, his factory remained locked from 25.3.2020 to 4.5.2020. During lock down period, Nigam did not take reading and thereafter at the time of reading, meter was reported burnt. Accordingly, the same was replaced on 16.5.2020. Respondent Nigam did not consider lock down period (25.3.2020 to 4.5.2020) and issued bill for complete period on the basis of past consumption of corresponding period of previous year, which was wrong. He approached respondent SDO to redress his complaint but no action has been taken so far. He has now requested the Forum to redress his complaint.

The complaint was forwarded to the Nodal Officer for filing the written reply of the Nigam and both the parties were asked to appear before the Forum on 04.03.2021 at Hisar for hearing of the case.

Proceedings were held on 04.03.2021 at Hisar. Complainant and respondent SDO were present. Respondent SDO submitted reply vide memo.no. 766 dated 3.3.2021 stating that bill of the complainant was raised as per Nigam instructions and was correct. Complainant was not satisfied. Forum directed respondent SDO to submit Lab. report including load survey temper data and reading retrieved for the period as maximum as possible. Consumption data of last one year of old meter and up to date in respect of new meter be also supplied along with detailed reply in view of instructions issued for relaxation to industries during lock down period. Now to come on next date of hearing on date 6.4.2021.

Proceedings were held on 06.04.2021 at Hisar. Complainant and respondent SDO were present. Respondent SDO submitted copy of Lab. report, consumption data of last one year of old meter and up to date in respect of new meter and copy of sales Instruction no. 09/2020 regarding relaxation to industries during lock down period vide his memo. no. 1182 dated 05.04.2021. Forum directed complainant to submit documentary evidences viz-a-viz GST returns etc. for the period Jan. 2020 to May2020 in support of his claim that his firms remained closed or standby during lock Down period Now to come on next date of hearing on date 07.05.2021.

**(MANOJ YADAV)**  
**Member Technical**

**(NARESH K. MEHTA)**  
**Member Accounts**

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