

**BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM**  
**B.E.S. & T. UNDERTAKING**

**(Constituted under section 42(5) of Electricity Act 2003)**

Ground Floor, Multistoried Annex Building,  
BEST's Colaba Depot  
Colaba, Mumbai - 400 001  
Telephone No. 22799528

**Grievance No N-FS-383-2019 dtd. 27/05/2019**

Smt. Babita R. Singh .....Complainant

V/S

B.E.S.&T. Undertaking .....Respondent

**Present**

**Chairman**

Quorum : Shri V. G. Indrale, Chairman

**Member**

1. Shri K. Pavithran, Member
2. Dr. M.S. Kamath, Member CPO

On behalf of the Respondent : 1. Shri S.S. Bansode, DECC(F/S)  
2. Shri S.M. Deshmukh, Supdt. CC(F/S)

On behalf of the Complainant : 1. Smt. Babita R. Singh

Date of Hearing : 25/07/2019

Date of Order : 26/07/2019

**Judgment by Shri. Vinayak G. Indrale, Chairman**

Smt. Babita R. Singh, 8/442, Kohinoor Compound, M.J. Phule Marg, Naigaon, Dadar, Mumbai - 400 014 has come before the Forum for dispute regarding high bill in the month of August 2018 pertaining to a/c no. 586-487-185\*7.

**Complainant has submitted in brief as under :**

The complainant has approached to IGR Cell dtd. 21/02/2019 received on 21/02/2019 for dispute regarding high bill in the month of August 2018 pertaining to a/c no. 586-487-185\*7. The complainant has approached to CGRF in schedule 'A' dtd. 20/05/2019 received by CGRF on 20/05/2019 as the complainant was not satisfied by the remedy provided by the IGR Cell of Distribution Licensee on her grievance.

**Respondent, BEST Undertaking in its written statement  
in brief submitted as under :**

- 1.0 Complainant Smt. Babita R Singh came before the Forum regarding her grievance about charging of 1356 units recorded in the month August 2018 amounting to Rs. 12,979.26/- pertaining to a/c 586-487-185\*7.
- 2.0 Electric supply was given to the complainant's premises through meter number C973772. This meter was replaced by meter number C188592 on 09/07/2018 under mass replacement drive. At the time replacement of meter Number C973772 has shown final meter reading as 35696 units and initial reading of meter number C188592 was zero. Thus the consumer was billed for total 1356 units. Out of 1356 units 331 units are recorded by old meter C973772 and 1025 units of new meter C188592.
- 3.0 The energy bill for the month August 2018 was amounting to 14,540/-. This amounts includes Rs 12,979.26/- current month bill and Rs. 1566.93/- of previous month bill. The complainant has registered high bill compliant vide letter dated 06/08/2018.
- 4.0 After receipt of high bill complaint, site inspection was carried out on 01/12/2018. Connected load found 1 tube light, 1 fan, 1 T.F. lamp. Meter was tested for accuracy with portable accuracy testing machine (Accu-Check) and meter found working within permissible limits of accuracy.
- 5.0 On 04/12/2018, the complainant had filed high bill complaint. Along with complaint, she had submitted copies of 'Leave & License Agreement' for the period 01/08/2017 to 30/06/2018 and from 01/08/2018 to 30/06/2019. As per her contention, premises was vacant for the period 30/06/2018 to 04/08/2018, during this period consumption recorded by the meter was 1356 units which is not correct.
- 6.0 As per consumption pattern it was observed that average consumption prior to August 2018 was 75 units per month with base period August 2017 to July 2018. In the month of August 2018, 1356 units were recorded by the meter. New meter has shown consumption of 64 units per month having base period September 2018 to May 2019.
- 7.0 As the complainant was not satisfied with the test result of meter testing, meter no. C188592 was replaced by meter no. D188215 on 05/04/2019 for official testing of meter. Meter no. C188592 was tested at BEST's lab on 10/04/2019 in presence of the complainant and found OK in accuracy test and register test.
- 8.0 As no abnormality was found in meter testing, the consumer is billed correctly and liable to pay the same.

## REASONS

- 1.0 We have heard the argument of the complainant and for the Respondent BEST Undertaking Shri S.S. Bansode, DECC(F/S) and Shri S.M. Deshmukh, Supdt. CC(F/S). Perused written submission filed by the Respondent BEST Undertaking and the documents filed by either parties to the proceeding. Perused the consumption pattern, Exhibit 'D' filed by the Respondent BEST Undertaking as same is the important document to decide the case.
- 2.0 The complainant has vehemently submitted that she had given the premises on rent for 11 months on Leave & License Agreement for which electric supply is given. She further submitted that the tenant had vacated the premises in the month of June 2018 and in the month of July 2018 the premises was vacant and irrespective of this fact the consumption recorded by old meter and newly replaced meter under mass replacement drive is near about 1356 units as compared to earlier reading which in between 228 units to 61 units. Thus according to the complainant her consumption has recorded by the above said meter for the month of July 2018 as units 1356 is highly excessive and it is because of fault in the meter and there is every possibility of shoot up of reading in the meter.
- 3.0 The Respondent BEST Undertaking has submitted that the consumption recorded for old meter no. C973772 for seven days is near about 331 units and consumption recorded by the new meter replaced under mass replacement drive for the period 09/07/2018 to 31/07/2018 for about 20 days is 1025 units and so the average unit consumption for every day is in between 46-47 units. Thus according the Respondent BEST Undertaking there is no fault in the meter as meter was tested in the lab and it was found OK. The test report is at Exhibit 'H'. Considering this aspect of the case, we have suggested the complainant whether she is ready to get the meter tested in accredited lab, but the complainant shown her inability to test it because of payment charges of lab are near about Rs. 8,000/- to Rs.10,000/-.
- 4.0 It appears from the consumption pattern as well as units recorded by above said two meters in the month of July 2018 being in between 46-47 units per day, it can be very well held that electricity must have been consumed in that month. The possibility cannot be ruled out that somebody might have used it as the meter cabin is existing by the side of road. Having regard to the aspect of this case we do not find any substance in the contention of the complainant that there is high bill in the month of July 2018 as meter tested was found OK.
- 5.0 For the above reasons, the complainant is liable to pay the electricity charges consumed for the month of July 2018. The complainant has politely submitted that she is a single parent having two children and no source of sufficient income to pay the arrears at one stroke. She has further submitted that she has rented a part of the room on Leave & License basis for her livelihood and takes tuitions to fulfill the need of the children. Considering this aspect of the case, we think it just and proper to award 14 months' installment for payment of electricity dues of Rs. 14,540.00. It is

needless to say that the Respondent BEST Undertaking is directed not to charge DP and interest on the arrears.

- 6.0 Having regard to the above said discussion, the complaint deserves to be dismissed with a relief to the complainant to pay the electricity dues in 14 equal monthly installments. In result we pass the following order.

**ORDER**

- 1.0 The grievance no. N-FS-383-2019 dtd. 27/05/2019 stands dismissed.
- 2.0 The Respondent BEST Undertaking is directed to recover the electricity dues of Rs. 14,540.00 in 14 equal monthly installments. First installment shall start from the month of August 2019.
- 3.0 The Respondent BEST Undertaking is hereby directed not to charge DP and interest on arrears.
- 4.0 Copies of this order be given to the concerned parties.

Sd/-

(Shri K. Pavithran)  
**Member**

Sd/-

(Dr. M.S. Kamath)  
**Member**

Sd/-

(Shri V.G. Indrale)  
**Chairman**