

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-FN-393-2019 dtd. 26/09/2019

Mrs. Karuna Atul DedhiaComplainant

V/S

B.E.S.&T. UndertakingRespondent no

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 no : 1. Mrs S S Dharane - Ag AAMES
2. Mrs Akhila J Karbhari - AAMCCFN
3. Mrs Asha M Padmanabhan - AAOFN

On behalf of the Complainant : 1. Rajesh L Shah

Date of Hearing : 19/11/2019

Date of Order : 20/11/2019

Judgment by Shri. Vinayak G. Indrale, Chairman

Mrs. Karuna Atul Dedhia, Flat no. 602, 6th floor, Matruchhaya Bldg. / Rajvi Bldg., Bldg no. 21, K.A. Subramanium Rd., Matunga, Mumbai - 400 019 has come before the Forum for dispute regarding high bill for the month of September 2018 & October 2018 pertaining to a/c no. 604-363-039.

Complainant has submitted in brief as under :

The complainant has approached to IGR Cell dated 01/04/2019 received on 01/04/2019 for dispute regarding high bill for the month of September 2018 & October 2018 pertaining to a/c no. 604-363-039. The complainant has approached to CGRF in schedule 'A' dtd. 05/009/2019 received by CGRF on 24/09/2019 as no remedy was provided by the IGR Cell.

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

- 1.0 Smt. Karuna Atul Dedhia come before the Forum regarding dispute about high bill for the month of September 2018 and October 2018 pertaining to a/c no. 604-363-039.
- 2.0 Electric supply was given to the premises under reference through meter no. M032783 for residential purpose. This meter had recorded average consumption around 190 units to 337 units per month. This consumption was not disputed by the complainant. In the month of September 2018 and October 2018, the consumption recorded by this meter was 1166 units and 766 units respectively and the bill raised in accordance with recorded consumption was disputed by the complainant.
- 3.0 The complaint had raised high bill complaint vide his complaint letter dtd. 03/10/2018. Site investigation was carried out on 04/10/2018. Meter no. M032783 was tested with accu-check and found working within permissible limits of accuracy.
- 4.0 As the complainant was not satisfied with the site testing results, meter no. M032783 was replaced by meter no. N185698 on 23/10/2018 for lab testing. Meter no. M032783 found correct in accuracy test and dial test hence the complainant is liable to pay the bill raised.

REASONS

- 5.0 We have heard the complainant's representative Shri Rajesh L Shah and for the Respondent BEST Undertaking Mrs S S Dharane Ag AAMES, Mrs Akhila J Karbhari AAMCCFN and Mrs Asha M Padmanabhan - AAOCCFN. Perused the documents filed by the complainant along with Schedule 'A' and documents filed by the Respondent BEST Undertaking along with written statement.
- 6.0 The representative has vehemently submitted that, the meter was faulty and therefore there was recording of high units for the month of September 2018 and October 2018 as 1166 and 766 units respectively as comparative to earlier units recorded by the meter. He has further submitted that, the meter was tested on spot and although it was o.k. he has disputed the said remark as o.k. by making endorsement not satisfied by Accu Check. He has further submitted that, the meter was not tested in presence of the complainant in the lab, therefore it cannot be held that , the remark in lab test i.e. the meter found correct in accuracy test and dial test. The Respondent has submitted that, although meter was found o. k. in lab test, however, in their meter department no CMRI was available for the meter no M032783 and therefore they have

decided to give benefit of doubt and correct the units for the month of September 2018 and October 2018 on the basis of past consumption pattern. It is further submitted that, their Audit Department has permitted to correct the bill and given credit of Rs 18,500.23 /- in the bill for the month of November 2019. It is further submitted that, the Respondent has waived Delay Payment Charges of Rs 296.99/- and interest on arrears of Rs 1740.35/- . Thus according to the Respondent the grievance of the complainant has been redressed by them during the pendency of the matter before the Forum.

7.0 Having regard to the above said submission, we directed the Respondent to place on record , the electric bill for the month of November 2019 and accordingly they have placed on record. We have gone through the said bill and it appears that, they have only charged units 266 for the month of September 2018 as well as for the month of October 2018. The electric bill for November 2019 goes to show that the credit of Rs 18,500.23/- has been given by waiving the D. P. charges of Rs 296.99/- and interest of Rs 1740.35/- . Under such circumstance, we have least hesitation to hold that, the Respondent has resolved the controversy by giving credit of Rs 18,500.23/- . After going through the units recorded by the new meter consumption is around 110 units per month to 290 units per month. Considering this aspect, it reveals that, the Respondent has rightly redressed the dispute.

8.0 For the above said reasons, we arrive at conclusion that, there is no substance now remained in the complainant. Accordingly we pass the final order and disposed off the complaint. In result we pass the following order.

ORDER

1.0 The grievance no. N-FN-393-2019 dtd. 26/09/2019 stands disposed off.

2.0 Copies of this order to be given to the concerned parties.

sd/-
(Shri K. Pavithran)
Member

sd/-
(Dr. M.S. Kamath)
Member

sd/-
(Shri V.G. Indrale)
Chairman