

		Date	Month	Year
1	Date of Receipt	27	01	2022
2	Date of Registration	28	01	2022
3	Decided on	25	03	2022
4	Duration of proceeding	56 days		
5	Delay, if any.	—		

**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. C-009-2022 dtd.28/01/2022**

Smt. Preeti Sharma .....Applicant/Complainant

B.E.S.&T. Undertaking .....Respondent (1)

Shri Tarnindar Singh Mehtab .....Respondent (2)

**Present**

Chairman

Coram : Shri S.A. Quazi, Chairman

Member

1. Smt. Anagha A. Acharekar, Independent Member
2. Shri S.S. Bansode, Technical Member

On behalf of the Respondent (1) : 1. Smt. Sumedha Dongre (in person)

On behalf of the Complainant : 1. Smt. Preeti Sharma

On behalf of the Respondent (2) : 1. Shri Tarnindar Singh Mehtab (in person)

Date of Hearing : 24/03/2022

Date of Order : 25/03/2022

## Judgment

- 1.0 The present grievance application has been filed by the applicant Smt. Preeti Sharma, being aggrieved by the decision/order dtd. 20/09/2021 of the Internal Grievance Redressal Cell (for short, hereinafter it shall be referred to as IGRC) of the Respondent (1)/BEST Undertaking. By the impugned order dt. 20/09/2021, the IGRC of the Respondent No.(1) has set aside the decision of Respondent No.1 about change of consumer-name in favour of the complainant, which was sanctioned on her application dtd. 22/05/2020 in respect of the electric connection in question and the IGRC has directed that the name of earlier consumer Jaswant singh be restored.
- 2.0 On the said application dt. 22/05/2020 of the applicant/complainant, Respondent No. (1) had changed consumer-name from the name of earlier registered consumer Shri Jaswant Singh Mehtab under a/c no. 337-251-037, to her (applicant's) name. The said earlier consumer Shri Jaswant Singh Mehtab has expired. Admittedly he was father of the applicant Smt. Preeti Sharma and the Respondent (2) Shri Tarnindar Shingh Mehtab. Said application dt. 22/05/2020 of the applicant was allowed by the Respondent No. (1). The said change of consumer's name in favour of the applicant/complainant was challenged by the present Respondent (2) Shri Tarnindar Singh Mehtab before the IGRC of the Respondent No.(1). On the said complaint of the Respondent (2) Shri Tarnindar Singh Mehtab, the IGRC of Respondent (1), by its impugned order dtd. 20/09/2021, has set aside the aforesaid change of name. The IGRC of the Respondent No.(1) has recorded its reasons in the said order dt. 20/09/2021, for cancellation of the change of name. In the present grievance application, the applicant Smt. Preeti Sharma, has opposed to those reasons. She has requested to this forum to set aside the decision/order dtd. 20/09/2021 of the IGRC of the Respondent (1) and to restore the change of consumer name sanctioned in her favour as per her application dt. 22/05/2020.
- 3.0 On the notice having been served by this Forum on the Respondent (1)/BEST Undertaking and the Respondent (2)/Shri Tarnindar Singh Mehtab, both have filed their replies and have opposed the instant grievance application filed before this Forum by applicant/Smt. Preeti Sharma.
- 4.0 In the course of hearing, the contesting parties namely applicant/Smt. Preeti Sharma and the Respondent (2)/Shri Tarnindar Singh Mehtab have submitted that the present grievance application may be disposed off in terms of the settlement arrived at between both of them and to this effect they have filed duly written and signed consent terms before this Forum. The said consent terms have been verified by this forum from both of them and they have admitted before this forum that the contents of the said consent terms are admitted to them and they have signed the same and accordingly the document of settlement duly signed by the applicant/Smt. Preeti Sharma and the Respondent (2)/Shri Tarnindar Singh Mehtab has been taken record of this case, as under :

- i. That the order dated 20-09-2021 passed by Internal Grievance Redressal Cell (IGRC) of the respondent no 1 (BEST Undertaking) to cancel the change of consumer name sanctioned in favour of the complainant Preeti Sharma be set aside and the change of name of Consumer in her favour as allowed/sanctioned on her application dated 22/05/2020 by the BEST Undertaking be restored.
  - ii. The parties to this settlement i.e. applicant Mrs. Preeti Sharma and respondent no 2 Tarnindar Singh agree that the consumer name shall be in the name of the applicant Preeti Sharma till any fresh application for change of name is submitted in future by the Respondent no 2 Tarnindar Singh.
  - iii. Whenever the respondent no 2, Tarnindar Singh, after settlement of disputes between the parties hereto, files any application for change of name, the same shall be decided in terms of the settlement between the parties hereto or in terms of decisions given by the Courts in Civil Suit filed by Respondent no 2 Tarnindar Singh pending in City Civil Court S/3051/2018 and in the Civil Suit filed by Preeti Sharma in the High Court S9/2016 which is pending presently. Till then the applicant Preeti Sharma shall be the registered consumer of the electric connection concerned.
- 5.0 The representative of the Respondent (1) BEST Undertaking has endorsed “No-objection” of Respondent No.(1) to allow the said settlement and to dispose off the present grievance application in terms of the said settlement arrived at by the applicant/Preeti Sharma and the Respondent (2)/Shri Tarnindar Singh Mehtab.
- 6.0 In view of the aforesaid settlement and submissions of the parties in that respect, we find that the said settlement has been arrived at between the applicant Smt. Preeti Sharma and the Respondent (2) Shri Tarnindar Singh Mehtab genuinely. They have submitted before us that they accept these terms of the settlement and they have signed the same with free will and consent. They have submitted that the present grievance application may be disposed of in terms of the said settlement. The Respondent No. (1) has no objection to it. In view of this, the instant grievance application is disposed off in following terms.

### ORDER

- 1.0 The Grievance No. C-009-2022 dtd.28/01/2022 stands disposed off in terms of the settlement/consent-terms, which are as under:
- “(i) That the order dated 20-09-2021 passed by Internal Grievance Redressal Cell (IGRC) of the Respondent no. 1 (BEST Undertaking) to cancel the change of consumer name sanctioned in favour of the complainant Preeti Sharma be set

aside and the change of name of Consumer in her favour as allowed/sanctioned on her application dated 22/05/2020 by the BEST Undertaking be restored.

- (ii) The parties to this settlement i.e. applicant Mrs. Preeti Sharma and Respondent no. 2 Tarnindar Singh agree that the consumer name shall be in the name of the applicant Preeti Sharma till any fresh application for change of name is submitted in future by the Respondent no. 2 Tarnindar Singh.
- (iii) Whenever the Respondent no. 2, Tarnindar Singh, after settlement of disputes between the parties hereto, files any application for change of name, the same shall be decided in terms of the settlement between the parties hereto or in terms of decisions given by the Courts in Civil Suit filed by Respondent no. 2 Tarnindar Singh pending in City Civil Court S/3051/2018 and in the Civil Suit filed by Preeti Sharma in the High Court S9/2016 which is pending presently. Till then the applicant Preeti Sharma shall be the registered consumer of the electric connection concerned.”

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

Sd/-  
(Shri. S.S. Bansode)  
**Technical Member**

Sd/-  
(Smt. Anagha A. Acharekar)  
**Independent Member**

Sd/-  
(Shri S.A. Quazi)  
**Chairman**