

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. 22853561

Representation No. N-F(S)-219-2014 dtd. 08/01/2014

Shri Navroj K. RupaniComplainant

V/S

B.E.S.&T. UndertakingRespondent

Present

Quorum : Chairman
Shri R U Ingule, Chairman

Member
1. Shri M P Thakkar, Member
2. Shri S M Mohite, Member

On behalf of the Complainant : 1. Shri Navroj Rupani

On behalf of the Respondent : 1. Shri Deepak Prabhu, DECC(F/S)
2. Shri Sunil Tokekar, AAM CC(F/S)

Date of Hearing : 07/03/2014

Date of Order : 10/04/2014

Judgment by Shri. R.U. Ingule, Chairman

Shri Navroj K. Rupani, B/54, Ashtavinayak Bldg., 241/251, Dattaram Lad Marg, Kalachowkey Naka, Chinchpokli, Mumbai 400012 has come before the Forum for dispute regarding wrong electric bill based on faulty meter no. 0473419 pertaining to A/c no. 562-697-121*9.

Complainant has submitted in brief as under :

1.0 The complainant has approached to IGR Cell on 13/12/2013 for grievance regarding wrong electric bill based on faulty meter no. 0473419 pertaining to A/c no. 562-697-121*9. The complainant has approached to CGRF in schedule 'A' dtd. 24/01/2014 (received by CGRF on 24/01/2014) the IGR Cell Distribution Licensee regarding his grievance. The complainant has requested the Forum to replace the existing meter, give him electricity bill on average basis and not to disconnect electric supply till the order of CGR Forum.

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

- 2.0 The complainant Shri Navroj K. Rupani is having electric supply through meter no. 0473419, A/c no. 562-697-121 at above referred address. In the month of April 2013, the complainant was billed for '0' unit consumption and in the month of May 2013, the complainant was billed for 349 units consumed in the month April 2013 and May 2013.
- 3.0 The complainant has complained vide letter dtd. 21/05/2013 about improper units consumption shown in electricity bill for the month April 2013 and May 2013 and requested to correct the electricity bill.
- 4.0 Electric meter no. 0473419 was tested on site in presence of the complainant on 28/05/2013 and found working within permissible limits and the same was informed vide letter dtd. 17/07/2013 to the complainant.
- 5.0 The slab benefit amounting to Rs. 293.58 for two month's consumption recorded in the month of April 2013 and May 2013. This slab benefit was reflected in the electricity bill for the month of August 2013.
- 6.0 The complainant had lodged the police complaint at Kala Chowki Police Station on 14/10/2013 about issue him high bill stating that BEST has issued him manipulated and fake bills. The suitable reply was given to Sr. Police Inspector of Kala Chowki Police Station vide letter dtd. 17/10/2013.
- 7.0 The complainant was billed correctly for actual energy consumed and recorded by the energy meter and he may therefore be requested to make full payment immediately.

REASONS

- 8.0 We have heard the complainant in person and for the Respondent BEST Undertaking Shri Deepak Prabhu, DECC(F/S) along with Shri Sunil Tokekar, AAM CC(F/S). Perused documents placed before us.
- 9.0 At the outset, this Forum observes that the instant complaint has been teeming with an unreasonable and irrational contentions raised by the complainant. The present complaint, the complainant consumer has blown the controversy out of its proportion, that too to its extreme extent.
- 10.0 Facts involved in the present complaint have been very simple and straight. The catena of documents placed on file by both the parties to the litigation, blatantly manifest that right from inception, the Respondent BEST Undertaking has been submitting in a clear terms that in the month of April 2013 the Meter Reader on account of his "oversight" could not record a proper reading of the electricity consumed by the present complainant, therefore as usual and in routine course he has recorded '0' unit consumption. Thereafter, the Respondent BEST Undertaking has served a minimum bill for the said consumption of the '0' units for the month of April

2013. Obviously, in the next month of May 2013 accumulated reading of electricity consumption for the month of April 2013 as well as for May 2013 has been taken into consideration for serving electricity bill on complainant. The said electricity bill has been placed before this Forum by the complainant himself at Exhibit pg. 27. This bill shows the accumulated unit for both these months consumed being 349 and the payable charges being Rs. 2095/-. It is significant to observe at this juncture that the complainant was entitled for a slab benefit and the same has been given to him of Rs. 293.88 in the electricity bill for the month of August 2013 placed before this Forum at Exhibit 'B' pg. 16.

- 11.0 This Forum further finds that as the complainant made a hue and cry about receiving the electricity bill on its higher side and complained about the meter being faulty one, therefore the Respondent BEST Undertaking has checked the said meter at the site on 15/02/2014 to find the said meter being properly working as tested with "accu-check machine". The authority of the Respondent BEST Undertaking has also proceeded to pass its endorsement on its report placed before this Forum that the consumer refused to sign the said report though it was brought to his notice that the said meter is working within a permissible limits of accuracy.
- 12.0 This Forum further finds that in the entire complaint, the complainant consumer has found to have made a wild allegation against the Respondent BEST Undertaking that it has proceeded to manipulate the electricity bill for the month of May 2013 in order to deceive by disguising and concealing the incorrect reading of the faulty electric meter. In this connexion, this Forum observes that in the first instance, the Respondent BEST Undertaking has been a Public Undertaking running on a public funds. Besides it, it is having on its record about 9.50 lacs electricity consumers like the present complainant. Besides it, the complainant could not show any enmity with the Respondent BEST Undertaking. This Forum thus find that there is no any reason on the part of the Respondent BEST Undertaking to single out the complainant consumer from the said huge number of 9.50 lacs consumers, in order to victimize him that too for the electric bill for one month only. We, thus find that *per-se* these allegations are totally baseless and devoid of any merit.
- 13.0 Before we part with this order, we may observe that the complainant consumer found to be blissfully complacent in enjoying '0' units consumption electricity bill for the month of April 2013 and made no effort to approach the Respondent BEST Undertaking as to why such minimum bill has been served on him when admittedly his consumption per month as per his contention has been around 125 units per month. Thus we find the unreasonable approach on the part of the complainant.
- 14.0 In the aforesaid observation and discussion, having not been able to find any iota of merit in the contentions raised by the complainant, we proceed to dismiss the same.

ORDER

1. The complaint no. N -F(S)-219-2014 stands dismissed.
2. Copies be given to both the parties.

(Shri S.M. Mohite)
Member

(Shri M P Thakkar)
Member

(Shri R U Ingule)
Chairman