

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- (G/N) -218 2014 dtd. 16/01/2014

Mrs. Shalini Dinkar ChaudhariComplainant

V/S

B.E.S.&T. UndertakingRespondent

Present

Quorum : Chairman
Shri R U Ingule, Chairman

Member
1. Shri M P Thakkar, Member

On behalf of the Complainant : 1. Shri Dinesh Shoorkar

On behalf of the Respondent : 1. Shri S.S. Bansode, DECC(G/N)
2. Smt Sunil B. Pawar

Date of Hearing : 05/03/2014

Date of Order : 28/03/2014

Judgment by Shri. R.U. Ingule, Chairman

Mrs. Shalini Dinkar Chaudhari, 61 - 1/1, Ground Floor, Kamala Raman Nagar, T.H. Kataria Marg, Matunga, Mumbai 400 019 has come before the Forum for dispute regarding correction in Room no. as 1/1 instead of 1/2 as printed in electricity bill under the head Billing Address pertaining to A/C 630-097-241*1.

Complainant has submitted in brief as under :

1.0 The complainant has approached to IGR Cell on 11/10/2013 for grievance regarding correction in Room no. as 1/1 instead of 1/2 as printed in electricity bill under the head Billing Address pertaining to A/C 630-097-241*1. The complainant has approached to CGRF in schedule 'A' dtd. 09/01/2014 (received by CGRF on 13/01/2014) as no remedy is provided by the IGR Cell Distribution Licensee regarding her grievance. The complainant has requested the Forum to issue her electricity bill with correct address.

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

- 2.0 Smt. Shalini D. Chaudhari vide her application dtd. 08/01/2013 applied for correction in Room no. as 1/1 instead of 1/2 as printed on electricity bill under head Billing Address.
- 3.0 Work Flow no. KLG V1316883 was generated for correction in Room no. in master data in system on 10/01/2013. The correction in Room no. was reflected from ensuing bills.
- 4.0 Again from June 2013, the complainant has received electricity bills with Room no. 1/2 instead of 1/1 under the head Billing Address and she has filed the complaint on 07/07/2013 for the same. This has happened due to failure in computer system.
- 5.0 After receiving the complaint in July 2013 from the complainant, again Work Flow no. KLG V1594339 is generated on 29/10/2013 for correction in room number. From January 2014, the complainant has received electricity bill with correct room number.
- 6.0 Thus grievances of the complainant is already redressed.

REASONS

- 7.0 We have heard Shri Dinesh Shoorkar for the complainant consumer and for the Respondent BEST Undertaking Shri S.S. Bansode DECC(G/N). Perused documents placed before us.
- 8.0 The case on the hand of this Forum, has been an open and shut case. The complainant consumer has been requesting for correction in the address appearing in her electricity bill, wherein she has been repeatedly praying for showing her address as Room no. "61-1/1 ground floor", Kamala Raman Nagar, T.H. Kataria Marg, Matunga. However, the Respondent BEST Undertaking has been mentioning the address in the electricity bill as "61-1/2" ground floor. As such the complainant in short has prayed for mentioning her address as 61-1/1 instead of 61-1/2.
- 9.0 The Respondent BEST Undertaking on the other hand while agreeing to change the address as prayed by the complainant consumer, as she has submitted the required documentary proof in support to it, has submitted before this Forum that such change in address in the electric bill has been occurred due to failure in the "IT system", of the Respondent BEST Undertaking. It is after persistent follow up with the IT Department, the access of the generation for correction in address has been granted to DECC(G/N) of Respondent BEST Undertaking appearing before this Forum.

- 10.0 This Forum further finds that it has been submitted before us that the grievance raised by the complainant has already been resolved and in support to it, electricity bill for the month of January 2014 showing the address of the complainant as “1/1” has been placed before us at Exhibit ‘H’. However, this Forum finds that this correction made by the Respondent BEST Undertaking has been still incomplete one, as the complainant had prayed for correction of her address as “61-1/1”. Thus we find that in the electricity bill for the month of January 2014, the number “61” has been missing, therefore the alleged correction has been incomplete one.
- 11.0 In the aforesaid observation and discussion we proceed to pass the following order.

ORDER

1. The complaint no. N-(G/N)-218-2014 stands allowed.
2. The Respondent BEST Undertaking has been directed to correct the address of the complainant consumer in her electricity bill as prayed by her in its entirety, within a period of one month from the date of receipt of this order.
3. The compliance of this order be informed to this Forum within a period of one month there from.
4. Copies be given to both the parties.

(Shri M P Thakkar)
Member

(Shri R U Ingule)
Chairman