

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-E-237-2014 dtd. 26/09/2014.

Mr. Amjad A. FitwalaComplainant

V/S

B.E.S.&T. UndertakingRespondent

Present

Chairman / Member Licensee

Quorum : Shri Sanjay S. Bansode

Member CPO

Shri Suresh M. Mohite

On behalf of the Complainant : 1. Shri Amjad Fitwala
2. Miss Sonali Sutar

On behalf of the Respondent : 1. Shri D.N. Pawar, DECC(E)
2. Shri S.G. Parab, AAO(P)
3. Smt. P.V. Sutar, AAM

Date of Hearing : 05/11/2014

Date of Order : 19/11/2014

Judgment by Shri. Sanjay S. Bansode, Chairman

Mr. Amjad Ahmed Fitwala, 90/98, Ahmed Suleman Building, 1st floor, Room No.13, Ganesh Hari Parundekar Marg, Byculla Station Road (W), Mumbai - 400 011 has come before the Forum for Complaint regarding high bill pertaining to A/c 537-109-061.

Complainant has submitted in brief as under :

1.0 The complainant has approached to IGR Cell on 26/03/2014 against high bill pertaining to A/c no537-109-061*5. The complainant has approached to CGRF in schedule 'A' dtd. NIL (received by CGRF on 22/09/2014) as no remedy is provided by the IGR Cell Distribution Licensee regarding his grievance.

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

- 2.0 The electric supply is given to the complainant's premises under reference through meter bearing number D095907, a/c 567-109-061.
- 3.0 On 10/08/2010, the complainant has disputed bills for the months May 2010, June 2010 and July 2010. Hence, meter D095907 (pointer type) was replaced by meter No H097294 on 06/11/2010. During official testing on 11/01/2011 meter No D095907 found correct in accuracy test. The complainant was not satisfied with the investigation as per his letter dated 15/02/2011.
- 4.0 Again the complainant had complained about high bill for the month June 2012 to August 2012 vide his letter dated 10/09/2012 and requested to check the meter no H097294 and replace it once again. This meter was tested on site on 03/10/2012 and as per site report, *meter creeping forward on no load. (Indicating light is blinking continually) also no display, so meter can't be test on Accutest machine.* Hence meter no H097294 was replaced by meter No E097172 on 18/10/2012.
- 5.0 In the month of July 2013 credit / debit amendment was preferred for the period 20/06/2012 to 18/10/2012 resulting in net credit of Rs 8249.92 and reflected in the billing month August 2013.
- 6.0 On 03/10/2012 meter No H097294 was tested on site. This amendment has been revised for the period 06/11/2010 to 18/10/2012 resulting in net credit of Rs 20,095.66, which is reflected in billing month November 2013.
- 7.0 Amendment for the period 20/06/2012 to 18/10/2012 is reverted as the period of this amendment is included while carrying revised amendment and same reflected in billing month November 2013.
- 8.0 As per high bill complaint of the complainant, Meter No. E097172 was replaced by Meter No. B090440 on 02/07/2013. However, as per official test report dtd. 02/07/2013 it was found correct in accuracy and dial test.

REASONS

- 9.0 We have heard the complainant in person and for the Respondent BEST Undertaking Shri D.N. Pawar, DECC(E), Shri S.G. Parab, AAO(P) and Smt. P.V. Sutar, AAM. Perused documents placed before the Forum.

- 10.0 The electric supply was given to the complainant's premises under reference by the Respondent BEST Undertaking having a/c no. 537-109-061*5 bearing meter no. A425506 and this meter was replaced by the meter no. D095907. The complainant has made the complaint regarding high bill for the subsequent months i.e. May, June and July 2010. Hence the said meter was sent for laboratory testing by the Respondent BEST Undertaking and installed new meter having no. H097294 on 06/11/2010. The old meter no. i.e. D095907 tested in the lab on 11/01/2011 and found no error in the accuracy. Testing was carried out in the presence of complainant's representative Shri F.A. Fitwala.
- 11.0 The complainant has made written complaint once again on 10/09/2012 regarding the correctness of meter no. H097294. On receipt of the complaint, the Respondent BEST Undertaking has been carried out site testing on 28/09/2012 and found that meter no. H097294 is defective and having error of +37%. Again, the same meter was tested on 03/10/2012 and found that *meter creeping forward on no load. (Indicating light is blinking continually) also no display, so meter can't be test on Accutest machine.* Further, the Respondent BEST Undertaking informed that meter no. H097294 is replaced by another new meter E097172 and necessary debit / credit has been affected for the entire period of the existence of meter i.e. meter no. H097294 from installation till the removal of this meter from site. Again the consumer made the complaint for the meter no. E097122 regarding high consumption. This meter was also tested in the lab and found that there is no error in the accuracy. While sending the meter to the lab test, the new meter B090440 was installed at the complainant consumer's premises. Again the consumer made high bill complaint for the meter. The Respondent BEST Undertaking again tested the meter no. B090440 on site and found that there is no error in the accuracy.
- 12.0 This Forum finds that this is a total abusement of the act on the part of the complainant. This Forum further finds that for a single consumer there are total five numbers of replacements of meters. Even after replacement of this meter there is no change in the consumption pattern and end of the complainant's grievances.
- 13.0 This Forum further finds that as the complainant made hue and cry about receiving the electricity bill on its higher side and complained about the meter being faulty is totally false and baseless. At the outset, this Forum observes that the instant complaint has been teeming with unreasonable and irrational contention raised by the complainant regarding the high consumption. The present complainant consumer has blown the controversy out of its proportion that too it's extreme.
- 14.0 This Forum further finds that the meter no. H097294 was found defective during the site testing by the Respondent BEST Undertaking on 28/09/2012 and 03/10/2012 as per MERC Regulation 15.4.1. Even though the period of adjustment is restricted only for 3 months, the Respondent BEST Undertaking has given credit for the entire period of said installed meter.

- 15.0 During the hearing and also on the file, complainant has suggested that the Respondent BEST Undertaking has to establish a Customer Care or Integrated Call Centre for redressal of consumers' queries on centralized level same as other utilities. In counter, the Respondent BEST Undertaking informed this Forum that BEST is already having ward wise Customer Care centres for redressing the grievances of consumers an independent IGR Cells are formed as per the provisions of MERC Regulations. Further they add that BEST Undertaking is also having Call Centre facility which is operative for 24 hours a day in case of OFF supply. They also informed to this Forum that information regarding billing is made available on telephone at the ward levels. As far as the Call Centres for resolving billing grievances in other utilities, Respondent BEST Undertaking's representative informed this Forum that no one is having such type of set up. However, this Forum observes that such types of suggestions are not under the jurisdiction of the Forum.
- 16.0 In the aforesaid observation and discussion this Forum observes that the Respondent BEST Undertaking has considered the representation of the complainant sympathetically from time to time and extended help to resolve the grievance of the complainant. This Forum does not find the complainant deserves any more sympathy or relief from this Forum.
- 17.0 Needless to say that the complaint before us being devoid of any merit, liable to be dismissed. Accordingly we do so.

ORDER

1. The complaint No. N-E-237-2014 stands dismissed.
2. Copies of this order be given to both the parties.

(Shri S.M. Mohite)
Member

(Shri Sanjay S. Bansode)
Ag. Chairman / Member Licensee