

**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)-241-2014 dtd. 07/11/2014.**

Shri Balkrishna R. Samant .....Complainant

V/S

B.E.S.&T. Undertaking .....Respondent

**Present**

**Chairman / Member Licensee**

Quorum : Shri Sanjay S. Bansode

**Member CPO**

Shri Suresh M. Mohite

On behalf of the Complainant : 1. Shri Suhas B. Samant

On behalf of the Respondent : 1. Shri B.K. Shelke, DECC(F/S)  
2. Shri Tokekar, AAM CC(F/S)

Date of Hearing : 10/12/2014

Date of Order : 23/12/2014

**Judgment by Shri. Sanjay S. Bansode, Ag. Chairman**

Shri Balkrishna R. Samant, 6/7, 2<sup>nd</sup> floor, Ganpati Bhuvan, Jyotiba Phule Road, Naigaon, Dadar (E), Mumbai - 400 014 has come before the Forum for High Bill complaint pertaining to A/c no. 586-379-065\*5

**Complainant has submitted in brief as under :**

1.0 The complainant has approached to IGR Cell on 05/08/2014 Forum for High Bill complaint pertaining to A/c no. 586-379-065\*5. The complainant has approached to CGRF in schedule 'A' dtd. 14/10/2014 (received by CGRF on 31/10/2014) as he was not satisfied by the remedy provided by the IGR Cell Distribution Licensee regarding his grievance.

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

- 2.0 Electric supply is given to the premises under reference in the name of Shri Balkrishna R. Samant having a/c no. 586-379-065\*5. The complainant Shri Suhas Samant is not a physical occupier of the premises, so far he has not submitted any documentary evidence in support of his relation to registered consumer i.e. Balkrishna R. Samant.
- 3.0 Vide letter dtd. 17/09/2013, the complainant has complained about high electricity bill on account of defective meter and the Undertaking has not taken any action thereon. Since August 2013, the consumer's meter have been replaced for four times, one for the reason, meter stopped recording consumption, twice for the reason, meter burnt and there after last one is removed for testing of meter in lab as per complainant's request on 20/05/2014.
- 4.0 Amendment in electricity bill amounting to Rs. 19,686.33 on account of three numbers of defective / stopped / burnt meters in respect to Nil / less consumption recorded during the period has been carried out and inserted in the electricity bill for the month April 2014.
- 5.0 In regards to high bill complaints for the month October 2013, December 2013 and February 2014, the consumer was charged for actual consumption recorded by old meter + consumption recorded by new meter was clubbed together as meter was replaced in the middle of the billing cycle of respective months. This has resulted in high bill in respective month. This has been already explained and clarified to the complainant consumer in person when he has visited office.
- 6.0 In Annexure -C, the complainant has suspected fault / defect in meter no. F114646. Number of times this meter was tested on site in presence of the complainant. As he was not satisfied with the results of site testing of meter and as per his request to test the meter in laboratory this meter F114646 was removed on 20/05/2014. This meter was tested in Undertaking's lab on 24/06/2014 in presence of the complainant. As per lab test result meter no. F114646 found to be working within permissible limits of accuracy. The same was informed to the complainant vide letter dtd. 15/07/2014 and he was requested to make payment of electricity bill to avoid further action of disconnection of electric supply provided under MERC Regulation. So far he has not made payment of any electricity bills.
- 7.0 The complainant has requested to test the meter F114646 in Government lab vide his letter dtd. 04/08/2014. The Undertaking has obtained quotation of Rs. 4495/- for testing of meter from M/s IDEMI, Govt. of India Society. This quotation was sent to the complainant vide letter dtd. 08/09/2014 and requested him to arrange to pay the said meter testing charges to M/s IDEMI, Govt. of India Society and submit the receipt of the same. After this the Undertaking will arrange to send disputed meter no. F114646 for testing. So far no further correspondence is made by the complainant in this respect.

## REASONS

- 8.0 We have heard Shri Suhas B. Samant for the complainant and for the Respondent BEST Undertaking Shri. B.K. Shelke, DECC(F/S) and Shri Tokekar, AAM CC(F/S). Perused documents placed before us.
- 9.0 At the outset this Forum finds the instant complaint totally devoid of any merit and liable to be dismissed.
- 10.0 The complainant Shri Suhas Samant on behalf of the consumer Dr. Balkrishna R. Samant has come before the Forum regarding high bill complaint for the billing month October 2013 to December 2013 pertaining to a/c no. 586-379-065\*5 and the complainant has approached to IGRC on 05/08/2014 and this Forum on 31/10/2014.
- 11.0 In counter, the Respondent BEST Undertaking submitted its written statement before this Forum stating that electric supply is given to the premises under reference in the name of Dr. Balkrishna R. Samant having a/c no. 586-379-065\*5. The complainant Shri Suhas Samant is not a physical occupier of the premises. So far he has not submitted any documentary evidence in support of his occupancy. Further the Respondent BEST Undertaking has brought to the notice of this Forum that since August 2013, 4 incidents are there of replacement of energy meter of the said consumer for different reasons. The meter no. G 943118 removed for the reason of "stopped". At the time of removal the final reading recorded by the meter was 7520 and new meter was installed having no. D092941 with initial reading 2. The meter no. D092941 was replaced for the reason "burnt" on 17/09/2013. The final reading recorded was 1326 and installed new meter A098265 with initial reading 2. On 17/12/2013 this meter A098265 was also burnt and replaced by new meter no. F114646 with initial reading 1114 and final reading of old meter no. A098265 recorded 2253 units. On receipt of the high bill complaint, the meter no. F114646 was tested by the Respondent BEST Undertaking at site with the help of accu-check machine (standard meter testing equipment) and found that there is no error in the accuracy. Further, as per the complaint, this meter was removed and tested in the laboratory in the presence of the complainant. There also meter found no error in the accuracy.
- 12.0 Even though the meter found OK in the laboratory test, the complainant is not satisfied with the test results and requested the Respondent BEST Undertaking to test this meter in the Govt. lab. In response to this, the Respondent BEST Undertaking made correspondence with M/s IDEMI, Govt. of India Society and requested quotation for testing of the said meter. Also the approximate charges as quoted by M/s IDEMI were informed to the complainant on 08/09/2014. Till date there is no response from the complainant regarding testing of the old replaced meter no. F114646 under want of test as the consumption recorded was disputed by the complainant.
- 13.0 At present the complainant is having electric supply through the meter no. D142047. On perusal of the documents submitted by the Respondent BEST Undertaking i.e. consumption pattern of earlier period, this Forum finds that there is no such anomaly found in the consumption pattern.
- 14.0 Further, the Respondent BEST Undertaking brought to the notice of this Forum that they have worked out the debit / credit for the period of 07/06/2013 to 13/02/2014 wherein there are 4 nos. of replacement of meter for the reasons, 2 on account of meter burnt, 1 on account of meter stopped and another for high bill complaint. This Forum observes that the amendment prepared was in order as per MERC Regulation in force i.e. as per section 15.4.1. This Forum further finds that the complainant has

made much hue and cry about receiving exorbitant bill and complained about the meter being recording high consumption. This contention of the complainant is totally baseless as we observed from the consumption pattern which matches with the latest installed meter's consumption thus the allegation made by the complainant is false.

- 15.0 This Forum further finds that this is a total abusement of act on the part of the complainant as the complainant himself keeping away from paying the legitimate electricity dues and not paying even current bill charges to the Respondent BEST Undertaking. During the hearing the complainant has said that he is ready to pay the current bill charges but the Respondent BEST Undertaking is not ready to accept the same. In counter the Respondent BEST Undertaking brought to the notice of the Forum that they are ready to give the installment facility for payment of the legitimate electricity charges excluding the disputed charges i.e. the consumption recorded by the meter no. F114646 and same is also informed to the complainant but still there is no response of the complainant in regards to the payment of electricity charges.
- 16.0 This Forum also finds that the high bill complaint is of meter no. F114646. As per the provisions, the meter was tested and the test report is also handed over to the complainant. The meter tested in presence of the complainant. As per the complainant's request, the Respondent BEST Undertaking made the correspondence with M/s IDEMI and brought quotation for testing the meter no. F114646. The same was informed to the complainant on 08/09/2014 but till date there is no response from the complainant regarding testing of the meter for which the complainant has made hue and cry of high consumption and not making any payment of the legitimate dues to the Respondent BEST Undertaking. This Forum observes that this is only delaying and killing of the time by taking an advantage of the provisions of act by the complainant.
- 17.0 In the aforesaid observation and submission before this Forum having not been able to find any iota of merit, we proceed to dismiss the same.

#### ORDER

1. The complaint No. N-F(S)-241-2014 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