

**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

**Representation No S-A-374-2019 dtd. 04/02/2019**

Mrs. Shri Karan Javaji .....Complainant

V/S

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

**Present**

**Chairman**

Quorum : Shri V. G. Indrale, Chairman

**Member**

1. Shri K. Pavithran, Member
2. Dr. M.S. Kamath, Member CPO

On behalf of the Respondent : 1. Shri N.V. Bhandari, DECC(A)  
2. Shri P.W. Sawant, Supdt. CC(A)

On behalf of the Complainant : Absent

Date of Hearing : 11/04/2019

Date of Order : 15/04/2019

**Judgment by Shri. Vinayak G. Indrale, Chairman**

Shri Karan Javaji, 8<sup>th</sup> floor, International Dept., Reserve Bank of India, Central Office Bldg., Fort, Mumbai - 400 001 has disputed regarding high bill complaint for the month of November 2018 at G-7, Sangam Bhavan, Brambhakumari Marg, Colaba, Mumbai -05 pertaining to A/c 252-207-137\*4 .

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

The complainant has approached to IGR Cell on 17/12/2018 for dispute regarding high bill complaint for the month of November 2018 at G-7, Sangam Bhavan, Brambhakumari Marg, Colaba, Mumbai -05 pertaining to A/c 252-207-137\*4. The complainant has approached to CGRF in schedule 'A' dtd. 01/02/2019 received by CGRF on 01/02/2019 as the complainant was not satisfied by the remedy provided by the IGR Cell of Distribution Licensee on her grievance.

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

- 1.0 The complainant Shri Karan Javaji come before the Forum regarding his dispute about high bill for the month of November 2018 having electric supply at G-7, Sangam Bhavan, Brambhakumari Marg, Colaba, Mumbai - 400 005 pertaining to a/c no. 252-207-137\*4.
- 2.0 After receiving high bill complaint through email dtd. 09/12/2018, site was inspected and it is found that the complainant is staying in the premises as a capacity of tenant. In the month of November 2018 he was charged for 843 units recorded by the meter. In the month of November 2018, electricity bill was Rs. 8,051.00. Hence the complainant has lodged high bill complaint. On 13/12/2018, the complainant's meter no. G992863 was tested on OLT (One Lamp Test) at site and found OK. The complainant was replied accordingly.
- 3.0 In the month of December 2018, the complainant was charged for consumption of 318 units recorded by the meter.
- 4.0 The complainant has pointed out the anomaly in actual meter reading as 29803 and meter reading considered for billing purpose as 29952 in the month of January 2019. Since there was a strike of BEST employee in the month of January 2019, all meters of consumers in Cycle 14 were not read for billing purpose. All consumers in Cycle 14 were billed by the system on previous 12 months' recorded average consumption.
- 5.0 The difference between two meter readings will be adjusted in bill for the month of February 2019.

**REASONS**

- 1.0 The complainant Shri Karan Javaji has filed his grievance for high bill for the month of November 2018. After filing written submission by the Respondent BEST Undertaking we had issued a notice of hearing of the complaint to the complainant requesting him to appear before the Forum on 26/02/2019 at about 2.00 pm. On that date, the Respondent BEST Undertaking's officers were present but the complainant remained absent and therefore with a view to give one more opportunity to the complainant to argue the matter, we adjourned the hearing on 11/04/2019. On this date also the complainant did not remain present and therefore we proceeded with the case.

- 2.0 We have perused the grievance of the complainant as mentioned in Schedule 'A' and his grievance was of high bill in the month of November 2018. We have perused the written submission filed by the Respondent BEST Undertaking and according to them due to strike of employees during that period, meters in cycle 14 were not read and therefore bill was issued on the basis of previous twelve months' average consumption. Due to this there is anomaly in bill reading 29952 on dtd. 14/01/2019 and meter reading 29803 as taken by the complainant on 31/01/2019.
- 3.0 Considering this contention of the Respondent BEST Undertaking, we have gone through the record and it is crystal clear that the Respondent BEST Undertaking has given the credit of Rs. 13,041/- in the month of February 2019. The bill for the month of February 2019 is of Rs. 370/-. After deducting the bill of Rs. 370/- for the month of February 2019, still credit of Rs. 970/- is appearing in the consumer's account. It appears that in view of consumption recorded in complainant's account there will be no need for the complainant to pay bill for the month of March 2019 and April 2019.
- 4.0 Having regard to the above said reasons, it appears that the complainant ought to have satisfied with the credit given by the Respondent BEST Undertaking and therefore he might have chosen to remain absent on the date of hearing. Thus we do not find any substance in complaint of high bill for the month of November 2018 as filed by the complainant as due to strike, actual meter reading was not taken and bill was charged on average consumption for twelve months which resulted into filing of this complaint. Thus the complaint deserves to be dismissed. In result we pass the following order.
- 5.0 The complainant remained absent on the date of hearing of the case and therefore we adjourned the matter and fixed it on 11/04/2019 with a view to give opportunity to the complainant to argue the matter so there is little delay in deciding the matter. The delay appears to be on the part of the complainant.

### ORDER

- 1.0 The complaint no. S-A-374-2019 dtd. 04/02/2019 stands dismissed.
- 2.0 Copies of this order be given to the concerned parties.

Sd/-

(Shri K. Pavithran)  
**Member**

Sd/-

(Dr. M.S. Kamath)  
**Member**

Sd/-

(Shri V.G. Indrale)  
**Chairman**