

**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)-239-2014 dtd. 16/10/2014.**

Mr. Mohd. Raies Mohd. Muslim .....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. Mr. I.A. Shaikh

On behalf of the Respondent : 1. Shri P.P. Kulkarni, DECC(G/N)  
2. Shri R.D. Mane, Supervisor

Date of Hearing : 16/12/2014

Date of Order : 01/01/2015

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

Mr. Mohd. Raies Mohd. Muslim, Ground floor, Naya Nagar, Opp. Raheja Hospital, Mahim, Mumbai - 400 016 has come before the Forum for high Bill complaint pertaining to A/c no. 710-225-519\*2.

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

1.0 The complainant has approached to IGR Cell on 01/08/2013 for High Bill complaint pertaining to A/c no. 710-225-519\*2. The complainant has approached to CGRF in schedule 'A' dtd. 13/10/2014 (received by CGRF on 13/10/2014) 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 was rendered to the complainant's premises under reference through meter no. H082776 from 11/07/2008 for residential purpose. This meter had read consumption properly upto 18/06/2010. After that this meter has developed no display fault. Hence, on 18/12/2012 meter no. H082776 was replaced by meter no. U116271.
- 3.0 There was a fire in this area and complainant's meter cabin along with electric meters had burnt on 25/01/2013. The complainant had applied for electric supply vide requisition 162866. During investigation it was observed that complainant's meter no. U116271 was unauthorizedly shifted from SIMHA-97 service no. 971066/5 to service no. 971066/5A and same service got burnt and all meters pertaining to this service 971066/5A were burnt.
- 4.0 The complainant has paid Rs. 13,685/- vide receipt no. 43074 dtd. 13/09/2013 towards charges for unauthorized shifting of meter. After the fire complaint i.e. from 25/01/2013 consumer was billed on estimated consumption. Necessary debit / credit being carried out and same will be reflected in due course.

**REASONS**

- 5.0 We have heard Mr. I.A. Shaikh for the complainant and for the Respondent BEST Undertaking Shri. P.P. Kulkarni, DECC(G/N) and Shri R.D. Mane, Supervisor. Perused documents placed before us.
- 6.0 During the hearing, the Respondent BEST Undertaking brought to the notice of this Forum that this case is under process and they are ready to redress the grievance of the complainant within a week period and requested to this Forum to give some more days for doing so.
- 7.0 On perusal of the documents submitted by both the parties, this Forum observes that there is a substantial delay for redressing the grievance of the complainant. Further, on perusal of the documents of this case, the Forum finds that there was a query raised by the Audit Department of the Respondent BEST Undertaking. Also this Forum observed that the query raised by the Audit Dept. is not genuine one as for any electrical incident of fire, fatal or non-fatal accidents, the final competent authority to comment and report on the subject matter is the Electrical Inspector and the Audit Dept. of the Respondent BEST Undertaking insisted for some other authority's NOC and this Forum observes that this is the cause of the delay in redressing the grievance.

The Respondent BEST Undertaking has agreed to give the entire credit of wrongly charged units and thereafter submitted the relevant audited statement before this Forum and assured that the complainant will get the total credit of Rs. 4,56,184.22 in ensuing electricity bill.

- 8.0 Before we conclude, the delay in passing the order is due to the request from the Respondent BEST Undertaking for redressing the grievance. This Forum granted the same being justified considering the volume and complexity of the instant matter.
- 9.0 However, this Forum observes that as the grievance raised by the complainant has already been resolved, the complaint under consideration therefore liable to be dismissed. Accordingly we do so.

### ORDER

1. The complaint No. N-G(N))-239-2014 dtd. 16/10/2014 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