

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)-238-2014 dtd. 16/10/2014.

Mr. Mohd. Tariq Mohd. YaqubComplainant

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. 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. Tariq Mohd. Yaqub, 1, Ground floor,154/C, BMC Chawl, Chamda Bazar Main Road, Dharavi, Mumbai - 400 017 has come before the Forum for High Bill complaint pertaining to A/c no. 764-301-006*4.

Complainant has submitted in brief as under :

1.0 The complainant has approached to IGR Cell on 26/07/2014 for High Bill complaint in the month of February 2014 and March 2014 pertaining to A/c no. 764-301-006*4. 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 Initially electric supply is given to the complainant's premises under reference in the name Shri Mohd. Y. Tailor through meter no. 0147569 a/c no. 764-307-001 on 03/02/1969 for commercial purpose. Later on meter no. 0147569 was replaced by meter no. E945982. Then meter no. E945982 had been shifted to another service and consumer a/c no. has been changed to a/c no. 764-301-055. On 14/12/2014 meter no. E945982 has been replaced by meter no. L111060 as old meter E945982 was four digit one.
- 3.0 From 14/03/2014 this account has been transferred in the name Mohd. Tariq Mohd. Yaqub (the complainant) and new a/c no. 764-301-006 has been allotted.
- 4.0 The meter no. L111060 was replaced under OT by new meter no. F117020 on 15/03/2014 due to display defective. Hence the complainant was charged on estimated consumption before the replacement for Meter no. L111060.
- 5.0 During OT it was observed that meter no. L111060 had developed following defects like RTC and batter back defective, meter found defective and meter found correct in accuracy.
- 6.0 Necessary debit / credit resulting in net credit of Rs. 84,138.66 has been carried out and same will be reflected in ensuing bill after audit approval. Also credit towards delay payment charges and interest charges are also carried out and same will be reflected in ensuing bills after audit approval.

REASONS

- 6.0 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.
- 7.0 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.
- 8.0 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. On perusal of the written statement, this Forum observes that in laboratory test meter

shown as “defective”. Even though the final test results of the meter under consideration is defective, the Audit Department of the Respondent BEST Undertaking insisted that, there is no error in the accuracy of the meter and no need to amend the electricity bill. This Forum fails to understand the query of the Respondent BEST Undertaking’s Audit Department as there is no ground for such query when the test results shows that the meter is defective. This Forum observes that, this is the cause of delay in redressing the grievance of the consumer. The Respondent BEST Undertaking is 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 credit of Rs. 90,565.93 in the ensuing electricity bill.

- 9.0 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.
- 10.0 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))-238-2014 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