

**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)-236-2014 dtd. 26/09/2014.**

Mrs. Sakina Begum W/o MD Ibrahim .....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. Istiyaq A. Shaikh

On behalf of the Respondent : 1. Shri M.H. Manohar, AAMCC(G/N)

Date of Hearing : 20/11/2014

Date of Order : 25/11/2014

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

Mrs. Sakina Begum W/o MD Ibrahim, Shop no. 137, Gr. Floor, Haji Mohammed, Ebrahim Chawl, Sant Kabir Marg, 60 ft. Road Matunga Labour Camp, Dharavi, Mumbai - 400 017 has come before the Forum to take action against her letters 30/10/2012 & 02/07/2012 for removal of meter no. D118648 A/c no. 798-732-778\*4 and waive the bill amounting to Rs. 51,828.00.

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

1.0 The complainant has approached to IGR Cell on 06/11/2013 to take action against her letters 30/10/2012 & 02/07/2012 for removal meter no. D118648 A/c no. 798-732-778\*4 and waive the bill amounting to Rs. 51828.00. The complainant has approached to CGRF in schedule 'A' dtd. 23/09/2014 (received by CGRF on 23/09/2014) as no remedy is provided by the IGR Cell Distribution Licensee regarding her grievance.

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

- 2.0 The electric supply was rendered to the complainant through the meter no. B096442 on 22/09/2010 for commercial purpose. This meter has registered complainant consumer's consumption upto 29/07/2011. From August 2011 no meter reading was taken due to "No Display".
- 3.0 On 14/08/2012 the meter no. B096442 was replaced by new meter having no. D118648, EMCO make. Vide letter dtd. 31/10/2012, the complainant has informed to the Undertaking that as she is not using electric supply from last two months, she should be charged minimum rent. The complainant has mentioned in the letter that as soon as she starts using the electricity she will inform BEST Undertaking accordingly.
- 4.0 The complainant being billed on estimated reading as the meter no. D118648 is not showing display. While replacing this meter on 11/10/2014, it was observed that this meter is idle and no lead wires were connected. Also no responsible person was available on site.
- 5.0 On 18/10/2014, the meter no. D118648 was replaced by meter no. E148360. The old meter no. was D118648 sent for official testing. Necessary debit and credit adjustment will be worked out as per OT report.

**REASONS**

- 6.0 We have heard Mr. Istiyaq A. Shaikh for the complainant and for the Respondent BEST Undertaking Shri. M.H. Manohar, AAMCC(G/N). Perused documents placed before us.
- 7.0 The complainant has approached this Forum for want of remedial measures regarding her complaint filed before this Forum under Schedule 'A'. Before approaching this Forum, the complainant has approached IGRC on 06/11/2013. Vide letter dtd. 30/10/2012 and 02/09/2012, the complainant had requested the Respondent BEST Undertaking to remove the meter bearing no. D118648 for a/c no. 798-732-778\*4 and waive the bill amounting to Rs. 51,828.00. In response to the complainant's grievance filed under Annexure 'C', the Respondent BEST Undertaking had carried out the investigation and put the facts before this Forum that, the electric supply was

rendered to the complainant through meter no. B096442 on 22/09/2010 for commercial purpose. This meter has registered the actual and proper units consumed by the complainant consumer up to 29/07/2011 and since August 2011 there was no reading registered on the said meter due to "No Display". The same was replaced by another new meter D118648. Further, the Respondent BEST Undertaking brought to the notice of this Forum that, they have observed the meter installed on the said premises was kept idle and no consumption was used through this meter. Also no responsible person was available during the site investigation.

- 8.0 On perusal of the documents i.e. Meter Reading Folio submitted by the Respondent BEST Undertaking, this Forum observes that this consumer was billed on average / estimated reading for the period from July 2011 to 29/10/2014 for want of reading. Also the Respondent BEST Undertaking informed that in absence of meter readings, the system generates the bill on the basis of average, hence the complainant was billed on the average / estimated reading.
- 9.0 Further, the Respondent BEST Undertaking informed this Forum that the meter no. D118648 is replaced by meter no. E148360 on 18/10/2014 as the complainant had made a request not to remove the meter. Further, the Respondent BEST Undertaking informed that they will carry out the necessary debit / credit adjustment as per the final reading of the meter.
- 10.0 During the hearing, the Respondent BEST Undertaking informed this Forum that the complaint under consideration is under process and debit / credit of the said account will be finalized within 7 days. As agreed by the Respondent BEST Undertaking, the credit of Rs. 57,492.63 was passed against the complainant's request for waiver of amount of Rs. 51,828.00 and the Respondent BEST Undertaking has submitted the written statement assuring that same will be reflected in ensuing bill.
- 11.00 This Forum however observes that as the grievance raised by the complainant has already been resolved, the complaint under consideration is liable to be dismissed and no order. Accordingly, we do so.

### ORDER

1. The complaint No. N-G(N)-236-2014 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