

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-GN-335-2017 dtd. 16/10/2017

Shri Smt. Saroj Y. MhatreComplainant

V/S

B.E.S.&T. UndertakingRespondent

Present

Chairman

Quorum : Shri V. G. Indrale, Chairman

Member

1. Shri S.V. Fulpagare, Member
2. Dr M.S. Kamath, Member, CPO

On behalf of the Respondent : 1. Shri M.A. Qureshi, Supdt. CC(G/N)
2. Smt. P.S. Kekane, AAM, CC(G/N)

On behalf of the Complainant : 1. Shri Sudhir Y. Mhatre

Date of Hearing : 05/12/2017

Date of Order : 06/12/2017

Judgment by Shri. Vinayak G. Indrale, Chairman

Smt. Saroj Y. Mhatre, Sadanand, 61, Gokhale Road (North), Dadar, Mumbai - 400 028 has come before the Forum for dispute regarding high bill pertaining to a/c no. 619-549-009*2.

Complainant has submitted in brief as under :

The complainant has approached to IGR Cell on 01/08/2017 for dispute regarding high bill pertaining to a/c no. 619-549-009*2. The complainant has approached to CGRF in schedule 'A' dtd. 13/10/2017 received by CGRF on 13/10/2017) as the complainant was not satisfied by the remedy provided by the IGR Cell of Distribution Licensee on his grievance.

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

- 1.0 The electric supply is given to the complainant's premises under reference through meter no. A419600 (a/c no. 619-549-009) for residential purpose in the year 1963. This meter had recorded monthly consumption varying from 212 units to 390 units from January 2008 to June 2013.
- 2.0 During investigation meter no. A419600 found burnt, hence, meter no. A419600 was replaced by meter no. J093699. At the time of replacement of meter on 29/06/2013 final meter reading recorded by meter no. A419600 was 7751 units and initial reading of meter no. J093699 was 2 units.
- 3.0 As meter no. A419600 has recorded steady consumption upto replacement of meter, hence no amendment was preferred. But, the complainant was charged damaged / burnt meter charges amounting to Rs. 1,000.00 in bill of September 2013.
- 4.0 Meter no. J093699 installed on 24/06/2013 was updated in the system for billing purpose in the month September 2013. Also meter position in the meter cabin was changed while installing the meter. Due to this the meter reader was unable to record the reading against the said meter. The consumer was billed on estimated average basis from 24/06/2013 to July 2014. In the month September 2013, October 2013 and February 2014 to April 2014, the consumer was billed for NIL consumption.
- 5.0 In the month of August 2014 the meter reader has recorded correct meter reading of meter no. J093699 as 4496 units. The consumer was billed for 1844 units by the system after deducting 2650 charged units during the period 24/06/2013 to July 2014. The consumer had disputed about charging of this accumulated units amounting to Rs. 24,157.96 vide his complaint letter dtd. 30/09/2014.
- 6.0 Necessary dr/cr was carried out for the period 24/06/2013 to August 2014 for giving slab benefit. This has resulted in net credit of Rs. 8,592.89. Also DP charges amounting to Rs. 1,687.84 and penalty interest amounting to Rs. 11,539.64 for the period September 2014 to November 2016 was refunded. Thus total credit of Rs. 21,822.37 was reflected in billing month March 2017. Also DP charges and interest amounting to Rs. 5,812.32 for the period December 2016 to July 2017 was refunded through bill of September 2017.

REASONS

- 1.0 We have heard argument of the complainant in person and for the Respondent BEST Undertaking, Shri M.A. Qureshi, Supdt. CC(G/N) and Smt. P.S. Kekane, AAM, CC(G/N). Perused the papers.

- 2.0 After hearing the arguments and perusal of the documents it reveals that the grievance of the complainant is in respect of accumulated uncharged 1844 units for the period from July 2013 to July 2014 in the month of August 2014. The Respondent BEST Undertaking has submitted that they have given slab benefit of Rs. 8,592.89 for accumulated units as well as they have refunded DP and interest for the period from September 2014 to November 2016 amounting to Rs. 13,227.48 and for the period December 2016 to July 2017 amounting to Rs. 5,812.32. This fact has not been disputed by the complainant.
- 3.0 We have cautiously gone through the record and it reveals that although the above slab benefit and DP and interest is shown to be refunded in the electricity bill, the same has been reflected in the ensuing month's bill with correction and thereby for earlier month the DP and interest as per system has been charged and for that the Respondent BEST Undertaking is liable to repay the said amount or adjust the said amount from the ensuing electricity bill to be issued to the complainant.
- 4.0 Having regard to the above said reasons we find that the grievance of the complainant has been solved by IGRC and only grievance remains is in respect of DPC and interest for one or two months. The complainant has vehemently submitted that even though he moved the grievance before IGRC, the Respondent BEST Undertaking cut off electric supply at the time of Diwali 2017 and thereby he paid arrears of Rs. 30,000.00 under protest. This action on the part of the Respondent BEST Undertaking is not proper and it is expected from the Respondent BEST Undertaking that when the matter is subjudice before the Forum they should not take such harsh step of disconnection that too for arrears of Rs. 27,000.00.
- 5.0 In view of above said discussion, the complaint deserves to be partly allowed to the extent of payment of DP and interest till the correct bill is issued to the complainant consumer. In result we pass the following order.

ORDER

1. The complaint no. N-GN-335-2017 dtd. 16/10/2017 stands partly allowed.
2. The Respondent BEST Undertaking is hereby directed to refund DPC and interest to the complainant till the correct electricity bill issued to the complainant.
3. The compliance of this order be informed to the Forum within a period of one month there from.
4. Copies of this order be given to both the parties.

Sd/-
(Shri S.V. Fulpagare)
Member

Sd/-
(Dr. M.S. Kamath)
Member

Sd/-
(Shri V.G. Indrale)
Chairman