

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. S-A-240 dtd. 17/10/2014.

M/s Sunrise Industrial Traders Ltd.Complainant

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. Shri Jagdish Madhavdas Ahuja

On behalf of the Respondent : 1. Shri I.I.A. Fakh, DECC(A)
2. Shri V.R. Sawant, AAM IGRC (A)

Date of Hearing : 19/11/2014

Date of Order : 21/11/2014

Judgment by Shri. Sanjay S. Bansode, Chairman

M/s Sunrise Industrial Traders Ltd., 503, Commerce House, 140, Nagindas Master Road, Fort, Mumbai - 400 023 has come before the Forum for High Bill complaint pertaining to A/c no. 217-520-029*8.

Complainant has submitted in brief as under :

1.0 The complainant has approached to IGR Cell on 13/06/2014 & 07/07/2014 against High Bill complaint pertaining to A/c no. 217-520-029*8. The complainant has approached to CGRF in schedule 'A' dtd. 07/07/2014 (received by CGRF on 16/10/2014) as no remedy is provided by the IGR Cell Distribution Licensee regarding his grievance.

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

- 2.0 As per the Respondent BEST Undertaking after receipt of high bill complaint from M/s Sunrise Industrial Traders Ltd. meter no. B 117284 was tested at site on 02.07.2014 & 04.08.2014. During both the testings, meter was found to be within a limit of accuracy.
- 3.0 Vide letter dtd.11.06.2014 it was informed to the complainant that the claim amount of Rs. 5,587.91 for stopped meter (E098475) for the period from 09.11.2011 to 09.02.2012 is to be paid and same is paid by the consumer. However, this is no way connected to his high bill complaint as said by the complainant.
- 4.0 After testing of meter no. B 117284 at site on 02.07.2014 & 04.08.2014 the consumer was informed about the test results vide our letter dtd. 11.08.2014.
- 5.0 The Respondent BEST Undertaking pray to the Hon'ble Forum to dismiss the grievances made by the applicant as meter no. B 117284 was tested at site on 02.07.2014 & 04.08.2014 against a calibrated reference standard meter and was found to be within a limit of accuracy as specified in clause 14.4 of MERC regulations, 2005 framed under provisions of Electricity Act, 2003.

REASONS

- 6.0 We have heard the complainant's representative Shri Jagdish Madhavdas Ahuja and for the Respondent BEST Undertaking Shri I.I.A. Fakih, DECC(A), Shri V.R. Sawant, AAM IGRC (A). Perused documents placed before the Forum.
- 7.0 The electric supply was given to the complainant's premises under reference by the Respondent BEST Undertaking having a/c no. 217-520-029*8 bearing meter no. B117284. The complainant has made the complaint regarding high billing and approached to IGRC of the Respondent BEST Undertaking on 13/06/2014 and 07/07/2014 and approached to CGRF on 16/10/2014 for want of remedy of his high bill complaint.
- 8.0 In counter to the complainant's high bill complaint the Respondent BEST Undertaking has immediately tested the installed meter on site with the help of standard meter testing equipment known as **accu-check** and found that there is no error in the accuracy of the installed meter and meter found correct. The Respondent BEST Undertaking further informed to this Forum that the testing was carried out twice and

witnessed by the complainant and brought signature of the complainant on the test results.

- 9.0 This Forum observes on perusal of the documents placed before us i.e. Ledger Folio and came to know that since last three to four years there is no much difference in the usage and electricity consumption pattern of the complainant.
- 10.0 This Forum further finds that the action of the Respondent BEST Undertaking is in accordance with MERC Regulations, 2006. The Respondent BEST Undertaking has immediately taken remedial measures to respond the consumer's complaint.
- 11.0 In the aforesaid observation and discussion this Forum observes that there is no substance in the complaint and is totally being devoid of any merit so we feel that it is liable to be dismissed. Accordingly, we do so.

ORDER

1. The complaint No. S-A-240 stands dismissed.
2. Copies of this order be given to both the parties.

(Shri S.M. Mohite)
Member

(Shri Sanjay S. Bansode)
Chairman / Member Licensee