

**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-F(N)-242-2014 dtd. 18/11/2014.**

Mr. Waman V. Chavan .....Complainant

V/S

B.E.S.&T. Undertaking .....Respondent

**Present**

Chairman

Quorum : Shri V. G. Indrale, Chairman

Member

1. Shri S.S. Bansode, Member
2. Shri S.M. Mohite , Member

On behalf of the Complainant : 1. Mr. Waman V. Chavan

On behalf of the Respondent : 1. Shri M.M. Bhonsle, DECC(F/N)  
2. Smt. T.Y. Rege, AAO

Date of Hearing : 13/01/2015

Date of Order : 15/01/2015

**Judgment by Shri. Vinayak G. Indrale, Chairman**

Shri Vaman V. Chavan, R.No.1, 1<sup>st</sup> floor, plot no. 76-D/E, Radhika Niwas, Bhavani Gala, R.A. Kidwai Rd., Matunga (E), Mumbai - 400 019 has come before the Forum for change of address pertaining to A/c no. 593-439-001\*3.

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

1.0 The complainant has approached to IGR Cell on 09/01/2014 the Forum for change of address pertaining to A/c no. 593-439-001\*3. The complainant has approached to CGRF in schedule 'A' dtd. 03/11/2014 (received by CGRF on 14/11/2014) 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 Shri Vaman V. Chavan has been given electric supply through meter Nos .B106435 for residential purpose and through meter Nos. H111194 for commercial purpose, A/C No.593-439-001. The complainant has applied for correction in address vide klg id No.1036660 dated 10-4-2012.

3.0 Site investigation was carried out of the premises wherein it is found that the residential premises is located on the 1<sup>st</sup> floor of Radhika Niwas whereas the commercial premises is located on the ground floor. Also there is no shop existing by name of" Lokutkarsha Vachanalaya". However, the changes desired by the consumer regarding Plot No.76/D, and deletion of Matunga Pin 400 001 which appeared twice has been carried out and will effect in ensuing bill.

4.0 As per the application of Annexure 'C', it is noticed that the consumer wants two different addresses for the supply taken against the two meters for the premises which are differently located. He wanted the power supply address to be changed for commercial meter and bill delivery address to be changed for residential meter. The same is not feasible without the consumer registering a requisition.

5.0 Hence, the consumer has been advised to fill up requisition form for the new meter for commercial purpose. After compliance of the terms and conditions of requisition, meter will be installed. The consumer had initially agreed for the same but has not responded to the same and instead taken course to apply in CGRF. On receiving the requisition, the consumer meter will be provided a different meter with different account number for the commercial premises after verifying the documents.

**REASONS**

6.0 We have heard Mr. Waman V. Chavan for the complainant and for the Respondent BEST Undertaking Shri M.M. Bhonsle, DECC(F/N) and Smt. T.Y. Rege, AAO. Perused documents placed before us.

7.0 The grievance of the complainant is in respect of giving electricity bills on two addresses i.e. bill for residential at his residence and another for commercial purpose on the address at ground floor of Radhika Niwas. After going through the say filed by the Respondent BEST Undertaking, it is clear that as per request of the complainant the Respondent BEST Undertaking carried out the correction in the address as suggested by the complainant. It appears that the complainant wants or needs two separate electricity bills under one consumer number. In counter to this, the

Respondent BEST Undertaking brought to the notice of this Forum that the complainant has already communicated that he should apply for fresh electricity supply, the application for getting electric supply will be processed as per the provisions made under section 4 of MERC Regulation, 2005. Then only the bill will be issued on the address of his commercial place. The say filed by the Respondent BEST Undertaking goes to show that the complainant has agreed for that but the best reasons known to him as to why he has not applied for the fresh electricity supply for commercial purpose and thereby it is obligatory on the part of the Respondent BEST Undertaking to issue a fresh electricity bill on the said commercial address after providing the electric supply.

- 8.0 We have gone through the grievance of the complainant and it appears that his grievance is regarding electric supply provided by the Respondent BEST Undertaking to other hutment dwellers and according to him the Respondent BEST Undertaking has not legally supplied the electricity. For that, this Forum has not at all any jurisdiction in this regard. It appears that for this grievance only the complainant has moved this complaint, otherwise when he is residing on first floor and doing business on ground floor, there is no any difficulty for him if the bill is issued at the address of his residence. The complainant has vehemently submitted that he needs the separate bill for his commercial purpose for showing it to income tax. As an evidence we do not find any substance in this submission as in electricity bill the separate consumption for commercial as well as residential has been shown by the Respondent BEST Undertaking.
- 9.0 Considering the documents filed by the complainant and the say filed by the Respondent BEST Undertaking, really we do not find any substance in the complaint, so it deserves to be dismissed. However, considering the provision of section 4 of MERC Regulation, 2005, we think it just and proper to direct the Respondent BEST Undertaking to give supply if the complainant applies for the same by fulfilling the condition incorporated in MERC Regulation, 2005. The complainant is at liberty to make an application for fresh electricity connection for his commercial purpose after due compliance of section 4 of MERC Regulation, 2005.

### ORDER

1. The complaint No. N-F(N))-242-2014 dtd. 18/11/2014 stands dismissed with no order as to cost.
2. Copies of this order be given to both the parties.

(Shri S.M. Mohite)  
Member

(Shri S.S. Bansode)  
Member

(Shri V.G. Indrale)  
Chairman