

**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)-134-2012 dt . 14/02/2012**

Shri Markandya Co-op. Hsg. Soc. Ltd. ....Complainant

V/S

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

**Present**

Quorum :  
1. Shri R U Ingule, Chairman  
2. Shri S P Goswami, Member  
3. Smt Varsha V Raut, Member

On behalf of the Complainant :  
1. Shri Sunil H. Pawar  
2. Shri Rajmauli R. Amancha  
3. Shri Yatin Takhe

On behalf of the Respondent :  
1. Shri. P.S. Deshpande, AOCC(G/N)  
2. Shri. S.A. Tawade, Dy. E(G/N)

Date of Hearing : 15/03/2012

Date of Order : 21/03/2012

**Judgment by Shri. R.U. Ingule, Chairman**

Shri Markandya Co-op. Hsg. Soc. Ltd., Ground to 3<sup>rd</sup> floor, Rajendra Prasad Nagar, A wing, 60 feet Road, Dharavi, Mumbai - 400 017 has come before the Forum for their grievances regarding high bill pertaining to A/c no. 739-037-035\*6.

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

- 1.0 The complainant has approached to IGR Cell on 15/11/2011 regarding their grievance of high bill pertaining to A/c no. 739-037-035\*6. The complainant has approached to CGRF in schedule 'A' on 10/02/2012 as they are not satisfied with the reply dtd. 23/11/2011 by IGRC. The complainant has requested the Forum that supply not to be disconnected, correct bill to be issued, to decide the status of the meter and grant them the compensation.

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

- 2.0 The meter no.L984090 was installed on 23.12.1998 under A/c No.739-037-035. The complainant was correctly billed upto August 2011. However in September 2011 the complainant was billed for 4335 units instead of actual consumption of 335 units, due to wrong punching by the system.
- 3.0 Credit of Rs.34,752.71 has been worked out and same will be appeared in the complainant's regular bills. After appearing the credit amount, the delayed payment charges and Interest will also be credited in the regular bills.
- 4.0 Besides, the meter no. L984090 was tested on 18.02.2012. The meter was found sticking /stopped. The meter being 3 phase meter, the investigation report has been sent to Respondent's Vigilance Dept. for their clearance. After receipt of the clearance from the Vigilance Dept., the meter will be replaced. In case if it is observed by the Vigilance staff that the meter has been tampered the case would be dealt with as per provisions of the Electricity Act 2003.
- 5.0 Vide letter no. DECC(G/N)/AOCC(G/N)/Annexure 'C'/24/17732/2011 dated 23.11.2011 we had already informed to the complainant that complainant was billed wrongly due to wrong punching under the KLG Computerised system and the issue will be sorted out, till such time the monthly bills are being manually corrected for making payment. Respondent requested Forum that complainant's request for compensation may not be granted.

**REASONS :**

- 6.0 We have heard the representative alongwith the complainant and Shri. P.S. Deshpande, AOCC(G/N), Shri. S.A. Tawade, Dy. Engr.(G/N) for the Respondent BEST Undertaking. Perused documents.
- 7.0 At the out set we observe that with a great undue haste the complainant has approached the Internal Grievance and this Forum for redressal of his alleged grievance. Since the complainant has been approaching this Forum at a pre-matured stage, therefore no justification and warrant is available for the

complainant to file the instant complaint before this Forum and the same therefore is liable to be rejected.

- 8.0 This Forum observe that the written statement submitted by the Respondent BEST Undertaking *per-se* manifest that due to wrong punching by the system in the month of September 2011 the complainant has been billed for 4335 units instead of actual consumption of 335 units. The Respondent BEST Undertaking further submits that an amount of Rs. 34,752.71 has been worked out for giving a credit to the complainant and the same would appear in complainant's regular bill. The delayed payment charges and interest amount would also be credited in the said regular bill. The meter provided to the complainant was found to be the sticking / stopped. The matter at present is with the Vigilance Dept. for taking the further action in the instance matter. As such, as per the submission of Respondent BEST Undertaking the matter has been under process and the issue would be sorted out, till then the monthly bills to be served on the complainant are manually credited to enable the complainant to make the payment.
- 9.0 This Forum therefore is of the view that no finality has been given to the matter agitated before this Forum at the end of the BEST Undertaking. Meanwhile, necessary and required arrangements have been made by the Respondent BEST Undertaking. To reiterate, this Forum finds the instant matter being filed at entirely pre-matured stage.
- 10.0 Before we part with this order, we may observe that on finalization of the action at the end of the BEST Undertaking, the complainant would be at liberty to approach this Forum as per the concern regulation in the contingency of having any grievance thereto on the part of the complainant.
- 11.0 In the aforesaid observation and discussion the complaint being pre-matured is liable to be rejected, accordingly we do so.

#### **ORDER**

1. Complaint no. N-G(N)-134-2012 dtd. 14/02/2012 stands dismissed being pre-matured.
2. Copies be given to both the parties.

(Smt Varsha V Raut)  
**Member**

(Shri S P Goswami)  
**Member**

(Shri R U Ingule)  
**Chairman**