

		Date	Month	Year
1	Date of Receipt	05	10	2021
2	Date of Registration	06	10	2021
3	Decided on	02	12	2021
4	Duration of proceeding	58 days		
5	Delay, if any.	—		

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. 22799528

Grievance No. N-GN-443-2021 dtd. 06/10/2021

Shri Shafiullah SalimullahComplainant

V/S

B.E.S.&T. UndertakingRespondent

Present

Chairman

Coram : Shri S.A. Quazi, Chairman

Member

1. Smt. Anagha A. Acharekar, Independent Member
2. Shri S.S. Bansode, Technical Member

On behalf of the Complainant : 1. Shri I.A. Shaikh

On behalf of the Respondent (1) : 1. Shri S.B. Yadav

Date of Hearing : 30/11/2021

Date of Order : 02/12/2021

Judgment

- 1.0 The instant grievance application is about the grievance that the Respondent has not finally decided the application of the complainant for correction of power supply address of the premises within reasonable time. The case of the complainant may be stated as under :
- a) The complainant has given an application for correction of address of the premises where the electricity connection has been given to the complainant's a/c no. 764-229-081. The said application was given on 29/01/2021 to the Respondent. In the said application, it is mentioned that there is some error in mentioning the address of the consumer and his premises about building number and other description. The representative of the complainant has submitted that in the other documents of the complainant i.e. Passport, Aadhar Card, Ration Card, the building number is mentioned as B/3 and in the electric bill, building number is mentioned as B/1. Similarly, in the Aadhar Card, Passport and Ration Card it is mentioned that the premises is near Jama Masjid, but it is not mentioned in the address mentioned in the electric bill etc. Therefore, the correction in the description of the address of the premises of the electric connection mentioned in the electric bill is required to be done.
- b) For the aforesaid reasons, the complainant has made an application to the Respondent on 29/01/2021 for correcting the address. However, the Respondent's officials have not decided his application finally within reasonable time. They are harassing the complainant by saying that unless the bills are paid, the application will not be decided. The representative of the complainant has submitted that the complainant has been paying the electric bills regularly and there are no dues. Moreover, the payment of the bills has no concern with the decision on the said application. The representative of the complainant has submitted that one Shri Sunil Karpe, the official of the Respondent has been saying that the bills are not paid and therefore the application is not decided and in this way the said official is harassing to the complainant.
- c) For all the aforesaid reasons, the complainant has submitted that the Respondent be directed to correct the power supply address mentioned in the electricity bill as per the address mentioned in the Passport, Aadhar Card and Ration Card of the complainant.
- 2.0 The Respondent / Licensee has appeared before this Forum and filed reply to oppose the aforesaid application of the complainant. The case of the Respondent may be stated as under :
- a) The complainant has disputed the address mentioned in the electric bill and he is therefore requesting to the Distribution Licensee to correct that address. The said

application was received in the office of the Respondent on 01/02/2021. The consumer Shri Shafiullah Salimullah has filed the instant complaint before this Forum on 06/10/2021.

- b) In the aforesaid matter, the Respondent submits that a/c no. 764-229-081 was in the name of the complainant Shri Shafiullah Salimullah to provide electricity to the premises having address as 4, 1st floor, Plot no. 154/B-1, BMC Chawl, Dharavi Main Road, Chamda Bazar, Dharavi, Mumbai - 400 017 for residential tariff. This meter was installed on 25/03/1991.
- c) The complainant has made an application for correction of the aforesaid address by saying that the correct address is room no. 4, 154/B-3, BMC building, Dharavi Main Road, Near Jama Masjid, Dharavi, Mumbai - 400 017. According to the Respondent, the consumer is staying in BMC Chawl. Therefore, the Respondent has asked him to submit recent rent receipt issued by BMC so as to enable to the Respondent to make necessary corrections in the power supply address. However, the complainant has not submitted recent rent receipt as an occupancy proof issued by BMC till this date according to the Respondent. Therefore, the application of correction of address has not been proceeded, with further.
- d) In response to the complainant's complaint in Annexure 'C', the Respondent has asked the complainant to produce the recent rent receipt so as the application for correction of address may be decided finally.
- e) In view of the aforesaid submissions, the Respondent / Distribution Licensee has submitted that the complainant be directed to submit rent receipt to the Respondent immediately so that his application may be disposed off for correction in the power supply address.

- 4.0 We have heard the submissions of parties and noted their submissions as above. In view of the above submissions of the parties and case pleaded by them, the following **points arise for determination**, on which we record our findings as under, for the reasons to follow.

Sr. No.	Points for determination	Findings
1	Whether it is necessary to give directions to the Respondent to decide the complainant's application dtd. 29/01/2021 for making correction in the power supply address mentioned in the electric bill pertaining to the a/c no. 764-229-081 of the complainant.	In Affirmative
2	What order should be passed ?	The instant grievance application is allowed as is

		being directed in operative order passed herein below.
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5.0 We record reasons for aforesaid findings as under :

- a) We have noted the facts pleaded by the parties. In view of this what appears is that, there is an application dtd. 29/01/2021 filed by the present complainant / consumer to the Respondent for making correction in the power supply address pertaining to the a/c no. 764-229-081. The representative of the complainant has submitted that in other documents namely Passport, Aadhar Card and Ration Card the address is mentioned as room no. 4, 1st floor, 154/B-3, BMC building, Dharavi main Road, Near Jama Masjid, Dharavi, Mumbai - 400 017. He has submitted that in the electric bill pertaining to the consumer a/c no. 764-229-018 of the complainant the address of the said premises is mentioned as 4, 1st floor, Plot no. 4, B-1, BMC Chawl, Dharavi Main Road, Chamda Bazar, Dharavi, Mumbai - 400 017. He has submitted that the premises in the aforesaid documents is same but the address is somewhat different in the bill than the address mentioned in the Passport, Ration Card and Aadhar Card. The address in Ration Card, Passport and Aadhar Card is correct and therefore the said application was made by the complainant to the Respondent for correcting the address in the bill. The said application has not been decided since 9 months and finally when the complainant had made the complaint in Annexure 'C', the concerned officials had asked the complainant to produce the rent receipt of BMC. Such rent receipt or tax receipt is not available with the complainant, therefore, he cannot produce it.

In such circumstances it is submitted by the complainant that the Respondent should make correction in the power supply address of electric bill and documents of the consumer's account as per the address mentioned in his Passport, Aadhar Card and Ration Card.

- b) On the other hand the representative of the Respondent has submitted that the electric connection was given to the complainant long back in the year 1991 and the Respondent has not preserved the record of his application for electric connection so as to verify the claim of the complainant about error in the power supply address mentioned in the electric bill. Therefore the demand of the Respondent made to the complainant to produce the rent receipt is reasonable and, therefore, the complainant be directed to comply it so that his application may be disposed off finally.
- c) On examination of the submission of the parties at the outset the Forum finds it appropriate to observe here that there can be no relevance between the payment of bill and the application of the complainant for correction in the power supply address and taking decision on that application.

- d) As far as the contention of the complainant that the Respondent be directed to make correction in the power supply address of electric bill as per the address mentioned in his Passport, Aadhar Card and Ration Card is concerned, we find that it cannot be done without necessary enquiry for verification of the address mentioned in both the sets of the documents. The Respondent will have to decide the said application of the complainant on making enquiry with the local people about the building number (1) mentioned in the electric bill and building number (3) mentioned in Passport, Aadhar Card and Ration Card. The Respondent will also have to make enquiry with BMC authority about these buildings and their existence and topography etc. In such circumstances, the Forum finds it appropriate to direct the Respondent to decide the application dtd. 29/01/2021 for correcting the power supply address in the electric bill after making appropriate enquiry as observed herein earlier within three billing cycle and the decision so taken may be informed to the consumer. Accordingly, we have answered point no. (1) & (2). Hence we pass the following order.

ORDER

- 1.0 The grievance no. N-GN-443-2021 dtd. 06/10/2021 stands allowed in following terms.
- 2.0 The Respondent is directed to decide the application dtd. 29/01/2021 submitted by the complainant / consumer to the Respondent / Distribution Licensee for correction in the address of the premises where the power is supplied, after making appropriate enquiry by visiting the site and also by enquiring with the BMC authority about the existence and topography of building number 1 mentioned in the electricity bill and building number 3 mentioned in Passport, Aadhar Card and Ration Card of the complainant.
- 3.0 The Respondent shall decide the said application within three months from the date of receipt of this order. The Respondent shall also communicate its decision on said application to the complainant within reasonable time after deciding it.
- 4.0 Copies of this order be given to all the concerned parties.

Sd/-
(Shri. S.S. Bansode)
Technical Member

Sd/-
(Smt. Anagha A. Acharekar)
Independent Member

Sd/-
(Shri S.A. Quazi)
Chairman