

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-E-295-2016 dtd. 02/05/2016.

Shri Asif Ali Mohd KhanComplainant

V/S

B.E.S.&T. UndertakingRespondent

Present

Chairman

Quorum : Shri V. G. Indrale, Chairman

Member

1. Shri S.Y. Gaikwad, Member
2. Shri S.M. Mohite, Member, CPO

On behalf of the Complainant : 1. Shri Asif Ali Khan

On behalf of the Respondent : 1. Shri A.V. Naik, DECCE
2. Shri D.H. Chaudhari, AECCE
3. Smt. P.V. Sutar, AAME

Date of Hearing : 23/06/2016

Date of Order : 24/06/2016

Judgment by Shri. Vinayak G. Indrale, Chairman

Shri Asif Ali Mohd Khan, Pandrowala Mahal, R. No. 36, 2nd Cross Lane, Sankhli Street, Madanpura, Mumbai Central, Mumbai - 400 008 has come before the Forum for high Bill complaint pertaining to A/c no. 539-039-507*1.

Complainant has submitted in brief as under :

The complainant has approached to IGR Cell on 02/03/2016 for high Bill complaint pertaining to A/c no. 539-039-507*1. The complainant has approached to CGRF in schedule 'A' dtd. 11/04/2016 (received by CGRF on 25/04/2016) as the complainant was not satisfied by the remedy provided by the IGR Cell of Distribution Licensee regarding his grievance.

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

- 2.0 The complainant Shri Asif Ali Mohd. Ali Khan came before the Forum regarding his grievances about high bill.
- 3.0 We have received high bill complaint from the complainant on 11/08/2014. After receiving the complaint meter no. O820520 was tested on site which found working within permissible limits of accuracy.
- 4.0 In view of the high bill complaint and request by the complainant, meter no. O820520 was replaced by meter no. J092195 on 27/08/2014. Meter no. O820520 was tested in laboratory on 03/02/2016 and found working within permissible limits of accuracy. Meter no. J092195 found burnt on 01/10/2015, hence replaced by meter no. D154270.
- 5.0 The complainant has filed the complaint in Annexure 'C' on 02/03/2016 alleging that he is receiving high bill from the year 2001-02 and no solution was provided till date. He further stated that two meters were replaced and found OK on testing in lab. He further stated that he is using minimum appliances without geyser, microwave, oven and air-conditioner.
- 6.0 From the billing month May 2014, the consumer is not paying electricity bill regularly. He is making only part payment / current bill, hence electricity bill has increased to Rs. 32,600.00 as on April 2016.

REASONS

- 7.0 We have heard arguments of the complainant in person and for the Respondent BEST Undertaking Shri A.V. Naik, DECCE, Shri D.H. Chaudhari, AECCE & Smt. P.V. Sutar, AAME. Perused the documents filed by the complainant along with Schedule 'A' and written statement filed by the Respondent BEST Undertaking along with documents marked at Exhibit 'B' to 'D'.
- 8.0 The complainant has vehemently submitted that considering the appliances installed by him at his residence, the consumption of electricity as shown by the meter no. O820520 is very high. Against this the representative of the Respondent BEST Undertaking has submitted that on the complaint of the complainant they have tested the meter in lab and it was found OK. The test report is at Exhibit 11/C. From the test report it reveals that the meter found correct in accuracy and dial test. The meter was tested in the presence of the complainant as it bears his signature. There appears inordinate delay on the part of the Respondent BEST Undertaking to test the meter in lab because of huge pendency of testing meters.

- 9.0 We have gone through the documents 'unit consumption' at Exhibit 19/C and it appears that the average electricity units consumed by the complainant in between the period of 16/04/2013 to 24/03/2014 is in between 268 units to 164 units. Considering the equipments installed by the complainant i.e. two tube lights, two fans, one washing machine and one refrigerator, we do not find that consumption recorded by the said meter is high. The Respondent BEST Undertaking has placed on record the consumption chart at the time of argument and it reveals that in between the period from 31/08/2010 to 27/05/2016 the consumption of electricity per month appears to be constant and there is no much difference in units for any month. The complainant has submitted that in the bill of June 2015, the consumption recorded is shown as 560 and so it is high. We do not find any force in this contention as the consumption of 560 units is for two months i.e. for the month of May and June. Having regard to the above said reasons really we do not find any substance in the complaint of high bill. While arguing the matter, the complainant insisted for lab test in NABL accredited lab i.e. IDEMI and shown readiness to pay the charges for testing the meter.
- 10.0 Thus, with a view to remove doubt from the mind of the complainant, we think it just and proper to give liberty to the complainant to get the meter no. A20520 tested in above said government's lab on payment of requisite charges. Thus the complaint deserves to be dismissed. In result we pass the following order.

ORDER

1. The complaint no. N-E-295-2016 dtd. 02/05/2016 stands dismissed.
2. The complainant is at liberty to get the meter no. O820520 tested in NABL accredited lab i.e IDEMI in his presence on the payment of requisite charges within one month from the date of receipt of the order. In that case the Respondent BEST Undertaking is under obligation to issue revise electricity bill, if any, on the basis of test report for the period from January 2014 to October 2014.
3. The Respondent BEST Undertaking is directed to comply with the order within two month from the date of receipt of the order.
4. Copies of this order be given to both the parties.

(Shri S.Y. Gaikwad)
Member

(Shri S.M. Mohite)
Member

(Shri V.G. Indrale)
Chairman