

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)-234-2014 dtd. 25/08/2014.

Mr. Madhav Bhikusheth NangareComplainant

V/S

B.E.S.&T. UndertakingRespondent

Present

Chairman

Quorum : Shri R U Ingule, Chairman

Member

1. Shri M P Thakkar, Member

On behalf of the Complainant : 1. Shri Madhav Nangare

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

Date of Hearing : 19/09/2014

Date of Order : 23/09/2014

Judgment by Shri. R.U. Ingule, Chairman

Mr. Madhav Bhikusheth Nangare, B-6, BEST Wadala Staff Qtrs., Mumbai 400 031 has come before the Forum against refund of DP and Interest charges pertaining to A/c no. 684-019-006*9.

Complainant has submitted in brief as under :

1.0 The complainant has approached to IGR Cell on 25/06/2013 for refund of DP and Interest charges pertaining to A/c no. 684-019-006*9. The complainant has approached to CGRF in schedule 'A' dtd. 12/05/2014 (received by CGRF on 20/08/2014) as no remedy is provided by the IGR Cell Distribution Licensee in respect of his grievance.

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

- 2.0 This case is arising out of wrong posting of final bill of Rs. 440/- pertaining to A/c no. 684-019-007 paid on 05/06/2012 at the time of change of name process in to A/c no. 684-019-001.
- 3.0 After change of name new A/c no. 684-019-006 is generated in complainant's name and arrears of Rs. 449.31 pertaining to A/c no. 684-019-007 is debited in complainant's account in billing month July 2012. The complainant has raised objection for this vide complaint letter dtd. 31/07/2012.
- 4.0 After scrutiny it was observed that final bill amount of Rs. 440/- paid pertaining to A/c no. 684-019-007 is posted into A/c no. 684-019-001 and same is rectified by giving credit of Rs. 440/- into complainant's account in the billing month August 2013.
- 5.0 The DP charges amounting to Rs. 56.36 and interest amounting to Rs. 2.57 is being credited in complainant's account in ensuing bill.

REASONS

- 6.0 We have heard the complainant in person and for the Respondent BEST Undertaking Smt. T.Y. Rege, AAO along with Shri V.M. Avghad, AE CC(F/N). Perused documents placed before us.
- 7.0 On hearing the arguments advanced by both the parties to the litigation, this Forum finds that the grievance raised by the complainant consumer has already redressed with by the Respondent BEST Undertaking. In this context, Smt. Rege for the Respondent BEST Undertaking drawn our attention to its written statement placed before us at Exhibit 'A'. Therein we find that the complainant consumer had made payment of Rs. 440/- on 05/06/2012 but inadvertently the EDP / Cash dept. of the Respondent BEST Undertaking wrongly posted the entry of the said payment in other A/c no. 684-019-001. The said error committed by the Respondent BEST Undertaking has been corrected by the Cash Dept. on 15/07/2013. The DP charges and interest charged to the complainant consumer amounting to Rs. 56.36 and Rs. 2.57 respectively, are being credited to his A/c no. 684-019-006 to be appeared in the ensuing electricity bill.

- 8.0 In this context, Smt. Rege for the Respondent BEST Undertaking has brought to the notice of this Forum a letter dtd. 20/08/2013 addressed to the complainant consumer informing him the rectification of the aforesaid mistake committed by the Respondent BEST Undertaking and assurance given to him to credit the payment in his ensuing electricity bill. Smt. Rege for the Respondent BEST Undertaking further brought to the notice of this Forum the documents placed at Exhibit 'B' giving the details of the DP charges and interest amount to be credited to the accounts of the complainant consumer for a period from July 2012 to August 2013 as prayed by him in the instant complaint. Accordingly we find the complainant consumer being convinced about the settlement of the grievance raised in the instant complaint.
- 9.0 Before we part with this order, this Forum finds its expedient to observe that the present complainant consumer has vehemently submitted before us about improper approach and attitude on the part of the concerned officials of the Customer Care Dept. of the Respondent BEST Undertaking in resolving his grievance at their level. Therefore he was insisting for imposing a cost on the Respondent BEST Undertaking for discouraging and dissuading them from adopting such non-cooperative approach and attitude towards the consumers like complainant. In this connexion we do not want to go into nitty-gritty of the said insistence as there has been a *bonafide lapse* on the part of the Respondent BEST Undertaking which has been promptly corrected by them.
- 10.0 This Forum however, finds it expedient to exhort the concerned officials to adopt a co-operative and sympathetic approach towards the consumer who are approaching them and to put their best efforts in satisfying the consumers while resolving their grievances at their level. Needless to observe that there is no warrant and justification to impose any cost on the Respondent BEST Undertaking, as the lapse on its part is totally *bonafide one*. To reiterate as the grievance raised by the complainant has already been resolved, the complaint under consideration therefore liable to be dismissed. Accordingly, we do so.

ORDER

1. The complaint No. N-F(N)-234-2014 dtd. 25/08/2014 stands dismissed.
2. Copies of this order be given to both the parties.

(Shri M P Thakkar)
Member

(Shri R U Ingule)
Chairman