

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-321-2017 dtd. 09/06/2017

Mrs. Sunita M. ParmarComplainant

V/S

B.E.S.&T. UndertakingRespondent

Present

Chairman

Quorum : Shri V. G. Indrale, Chairman

Member

1. Shri S.V. Fulpagare, Member
2. Shri S.M. Mohite, Member, CPO

On behalf of the Complainant : 1. Smt. Sunita M. Parmar

On behalf of the Respondent : 1. Shri A.V. Naik, DECC(E)
2. Smt. P.V. Sutar, AAM, CC(E)

Date of Hearing : 12/07/2017

Date of Order : 02/08/2017

Judgment by Shri. Vinayak G. Indrale, Chairman

Mrs. Sunita M. Parmar, 10/B, Vishwamangal CHS., D.K. Marg, Ghodapdeo, Byculla (E), Mumbai - 400 027 has come before the Forum for dispute regarding high bill pertaining to a/c no. 524-540-043*1.

Complainant has submitted in brief as under :

The complainant has approached to IGR Cell on 02/05/2017 for dispute regarding high bill pertaining to a/c no. 524-540-043*1. The complainant has approached to CGRF in schedule 'A' dtd. 08/06/2017 (received by CGRF on 08/06/2017) as the complainant was not satisfied by the remedy provided by the IGR Cell of Distribution Licensee.

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

- 2.0 Smt. Sunita M Parmar came before the Forum regarding her dispute about high bill for the month March 2017 pertaining to a/c 524-540-043.
- 3.0 Electric supply is given in the Smt Sunita M Parmar through meter G901926 for residential purpose under a/c 524-540-043 for premises under reference. High bill complainant was lodged vide ID 3241927 dated 20/04/2017. On 26/04/2017, meter G901926 was tested on site on Accucheck machine and found working OK. The complainant consumer was not satisfied with the results of site testing of meter. Hence meter no. G901926 was replaced by new meter on 20/06/2017. Testing of meter no. G901926 is scheduled on 29/06/2017 in presence of the complainant.
- 4.0 Meter no. G901926 has recorded 252 units in the month March 2017. After scrutiny, it was observed that there could be some error in taking meter reading in March 2017. Therefore, electricity bill was revised resulting in net credit of Rs. 192.80 and same was reflected in billing month May 2017.

REASONS

- 5.0 We have heard the complainant in person and for the Respondent BEST Undertaking Shri A.V. Naik, DECC(E) & Smt. P.V. Sutar, AAM CC(E), perused the documents filed by either parties and written statement filed by the Respondent BEST Undertaking along with Annexure marked as Exhibit 'A' to 'D'.
- 6.0 After hearing the arguments, the grievance of the complainant is regarding consumption of units 252 as high units in the month of March 2017. The complainant has submitted that she is using power saving machine for all her appliances, hence electricity consumption was not exceeded 100 units. Thus it appears that when the complainant received electricity bill for 252 units for the month of March 2017 she made a complaint of high bill but when she received electricity bill for 50 units in the month of April 2017, she did not utter a single word in that regard in her argument.
- 7.0 It is the contention of the Respondent BEST Undertaking that there could be an error in recording meter reading in the month of March 2017 and therefore they issued

revised bill for both the months and credit of Rs. 192.80 was given in the bill for the month of May 2017.

- 8.0 In order to appreciate the grievance of the complainant we have to see whether there was any defect in the meter no. G901926 affixed to the premises of the complainant. It is pertinent to note that the Respondent BEST Undertaking has given critic reply as record goes to show that meter tested on spot and it found slight fast, the said report is at pg. 7/C. It appears that during pendency of grievance the Respondent BEST Undertaking tested the meter no. G901926 in lab on 28/06/2017 and it was found OK. The said report is placed at pg. 30/C. The meter was checked in presence of the complainant and it bears her signature. Thus from the record and pattern of consumption of electricity through meter no. G901926 it is crystal clear that meter was not faulty.
- 9.0 We have gone through Meter Ledger Folio which is at pg. 27/C for the period of April 2015 to May 2017 and it appears that the average monthly consumption of the complainant during 26 months comes to $3208/26 = 123.38$ units. In view of this aspect we do not find any substance in the grievance of the complainant that meter no. G901926 recorded high consumption. It appears that after testing the meter no. G901926, it has been replaced by new meter so now the grievance in respect of old meter does not survive.
- 10.0 Thus for the above said reasons, the Forum does not find any substance in the complaint of high bill. In respect of bill issued for the month of March 2017, the Respondent BEST Undertaking has liberally considered the grievance of the complainant and has given the credit of Rs. 192.80 in the bill for the month of May 2017. It appears that there is consumption of 50 units in the month of April 2017 against the consumption of units 252 for the month of March 2017. Thus it confirms that there must be some error in recording the units for the month of March 2017.
- 11.0 The Respondent BEST Undertaking has submitted that since the complainant has not paid arrears of electricity dues as the matter is pending before CGRF. The complainant has submitted that the Respondent BEST Undertaking has not corrected the bill for the month of March 2017 and therefore she has not paid electricity dues. In view of submission of the Respondent BEST Undertaking that there must be some error in recording the units for the month of March 2017, we think it just and proper not to make liable to the complainant to pay DPC and interest on arrears of 252 units and charge for the month of March 2017.
- 12.0 Having regard to the above said observation we find no substance in the complaint so it deserves to be dismissed with a direction to the complainant to deposit the arrears by exempting DPC and interest. In result we pass the following order.

ORDER

1. The complaint no. N-E-321-2017 dtd. 09/06/2017 stands dismissed.
2. The Respondent BEST Undertaking is directed to issue revise bill of electricity dues excluding DPC and interest on electricity bill for the month of March 2017 along with other unpaid dues of electricity to the complainant within 15 days from receipt of this order.
3. The complainant is directed to pay the said electricity dues under revised bill within 15 days from the date of receipt of the bill.
4. If the complainant fails to deposit the arrears as stated above within 15 days from the receipt of the revised bill for electricity dues in that case the complainant is liable to pay DPC and interest on arrears of electricity bill for the month of March 2017.
5. The compliance of this order to be informed to this Forum within a period of one month there from.
6. Copies of this order be given to both the parties.

Sd/-
(Shri S.V. Fulpagare)
Member

Sd/-
(Shri S.M. Mohite)
Member

Sd/-
(Shri V.G. Indrale)
Chairman