

FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
RELIANCE INFRASTRUCTURE LTD,
South Central Division, Plot No. E-7 Canteen Bldg., 3rd Floor, MIDC Area, Andheri E,
Mumbai 400 093

Phone : 30094247 / 45

Website. www.cgrfrinfra.org.in

Email: Consumer.Forum@cgrfrinfra.org.in

Ref: Case Nos. 19/2016

14th January, 2017

Mr. Girishkumar K. Barbhaya
2-D, Keshav Building,
Ground Floor, Hingwala Lane,
Ghatkopar East,
Mumbai 400 077.

Contact : 9821232509 / 982185155

Dear Sir,

Sub : Case No. 19/2016
Minutes of Hearing dtd 13th January, 2017

Please find enclosed herewith the certified copy of the Order dtd. 13th January, 2017 of Case Sr.No. 19/2016 .

In case you are aggrieved by the non-redressal of your grievance, you may file the representation of your grievance to the Office of the Electricity Ombudsman within sixty (60) days from the date of the Order of the Forum.

The address of the Office of the Electricity Ombudsman is as below :

OFFICE OF THE ELECTRICITY OMBUDSMAN (MUMBAI)
606, 'KESHVA', Bandra-Kurla Complex,
Bandra (East), Mumbai – 400051.
Contact – 022-6592965 (Email – electricityombudsmanmumbai@gmail.com)
Website : www.mercombudsman.org

This is for your information & record.

Kindly acknowledge the Receipt.

Thanking you,

Yours faithfully,
For Forum for Redressal Of Consumer Grievances.


Sonali
Secretary (CGRF – Rinfra)

Encl : As above.

**BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
RELIANCE INFRASTRUCTURE LIMITED**

Sr.No. 19/2016 Mr. Girishkumar K Barbhaya, 2 D Keshav Bldg, Ground Floor, Hingwala Lane, Ghatkopar East, Mumbai 400 077

C.A.No. 101417603, Commercial, East Division

Minutes of the Meeting dated. 13th January,2017

PRESENT

1. Mr. Vilas S Dikshit,- Chairman
2. Mr. Rajiv Nakhare, Vice President (RInfra) - Member
3. Mr. Satyanarayan Rajhans, Member

On behalf of M/s. Reliance Infrastructure Limited

- 1.Mr. Mritunjay Jha, Dy.General Manager (Corporate Legal) Nodal Officer
- 2.Mrs. Poornima Niralay, AVP, East Division

On behalf of Applicant / Complainant


- 1.Mr. Kolen Shah (Representative of the Applicant)

Being aggrieved by the Order passed by IGR Cell of RInfra the Applicant / Complainant Mr. GirishKumar K. Barbhaya who was represented by Mr.Kolen Shah filed the present grievance application before this Forum.

It is the grievance of the Applicant / Complainant that he was asked to pay Rs.21,000/- towards the electricity bill stating that there was some defect in the electric meter. It is his contention that he had made verbal and written requests regarding the faulty meter. However, utility (RInfra) replaced meter after 6 months of follow up and without giving him the intimation.

He also filed the application before the IGR Cell but no relief was granted to him. When he requested RInfra to provide actual consumption data month on month basis for the

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period from July'2014 to March'2016, he was provided month-wise data for 6 months only. He pointed out that he had consumed on an average around 47 units per month for the period from June'2012 to June'2014. Further, he has consumed around 78 units per month after the new meter was installed for the period from May'2016 to September' 2016. From the above points it is clear that his average monthly consumption never was 101 units. The Applicant / Complainant, therefore, requested the Forum to consider above stated facts and do justice so that he is not overcharged for no fault of his.

The Nodal Officer filed the reply. It is his contention that electric meter installed at the Applicant's / Complainant's premises developed error in the display and after customer had complained, the old meter number 5052596 was replaced with new meter number RS09615578 on 19.04.2016. According to him, although there was a defect in the display of the meter there was no fault in the functioning of the meter. It cannot be said that there was a fault in the meter to record the actual consumption.

The old meter (no. 5052596) was sent to the laboratory for testing and after testing, the laboratory submitted its report that the meter was OK i.e. it was working within permissible limits of accuracy. The actual recorded-reading noted in the laboratory was '14507'. It is also the contention of the Nodal Officer that the last reading recorded by the old meter number 5052596 was noted as '14507' whereas the reading billed was '12423'. Hence the difference of 2084 units was billed to the customer in April'2016. In order to charge as per the appropriate tariff, amended bill was given to the Applicant / Complainant. It is also the contention of the Nodal Officer that for the satisfaction of the Applicant / Complainant, utility (RInfra) was ready to send the meter to any Government approved NABL accredited laboratory subject to Applicant / Complainant making appropriate arrangement for the same.

It is also the contention of the Nodal Officer that the old Meter Number 5052596 installed at the premises of the Applicant / Complainant was the electronic meter having memory capacity to store monthly reading for six months. As the meter of the Applicant / Complainant was replaced in the month of April'2016, the actual consumption is available from November'2015 onwards.

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In short, it is the contention of the Nodal Officer that there is no illegality or irregularity in raising the said bill.

The main grievance of the Applicant / Complainant appears to be that he himself had given intimation about the faulty meter to the utility (RInfra) and in spite of that the said meter was not changed. It appears that his contention is that if at all the meter would have been changed immediately this problem would not have arose.

There is no reason to dispute about this fact. The representative of RInfra fairly admitted that there was delay in replacing the meter. Needless to say this is certainly a lapse on the part of RInfra.

He also submitted that when the meter was changed he was not intimated. RInfra also fairly admitted that the applicant was not informed when the meter was replaced. It appears that their contention is that when the fault is detected or informed in due course of time they changed the meter.

As observed above, there appears to be some lapse on the part of the utility (RInfra) but the fact remains that the meter was tested in the laboratory and it was found working within the permissible limit and the reading was taken on the basis of the reading recorded in the memory of the meter.

It is also the contention of the Applicant / Complainant that he should have been provided the bill on the basis of average of the energy consumed on the basis of previous bills. This Forum find it difficult to accept this contention of the Applicant / Complainant because when there was no fault detected in the meter this Forum cannot work on the basis of the logic particularly when the units consumed were recorded in the memory of the meter and the bill was submitted accordingly.

Under these circumstances, this Forum is of the opinion that when the meter was found working within the limits of accuracy, it will not be just and proper on the part of this Forum to give direction to the utility to issue the bill on the basis of average calculation.

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Hence while disposing the present application this Forum is of the opinion that some directions should be given to the utility (RInfra). Hence, this Forum directs the Nodal Officer / Legal Counsel to direct the person concerned to take appropriate steps to replace the meter after the fault is detected.

Considering, the above facts and the circumstances, this Forum feels that the present application deserved to be dismissed . Hence the following order.

ORDER

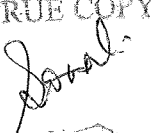
Application stands dismissed.

Nodal Officer / Legal Counsel to direct the person concerned to take the appropriate steps to replace the meter as early as possible after the fault is detected.

No Order as to cost.

Dated : 13th January,2017.

MIDC,Mumbai

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sd/-

Vilas S Dikshit
Chairman - CGRF

sd/-

Rajiv Nakhare
Member - CGRF

sd/-

Satyanarayan Rajhans
Member - CGRF