

BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES  
ADANI ELECTRICITY MUMBAI LIMITED

1<sup>st</sup> Floor, Devidas Lane, Off. S.V.Road, Near Devidas Lane Telephone Exchange, Borivali (West),  
Mumbai – 400103.

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Tel.No.:022-30094247

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Grievance Application No. 28/2018 Date : 01/10/2018

Mrs.Chandbee Waris Khan , Room NO.3, Survey No.86, Jan Kalyan Nagar,  
Opp.Shweta Shelter, Nr.Bright Start Gym, Malad (W), Mumbai 400095.

Account No. 150521118, Residential, Central Division

Mrs. Chandbee Waris Khan ..... Applicant / Complainant

Adani Electricity Mumbai Ltd. (AEML) ..... Respondent/Utility

Order dated 01/12/2018 of Hearing dated. 23/11/2018

PRESENT

1. Mr.Rajiv Nakhare, Sr.Vice President (Adani Electricity Mumbai Ltd.) – Member.
2. Mr.Milind Gandbhir – Member , (CPO).

On behalf of Adani Electricity Mumbai Ltd.(AEML) present for Hearing dated 23/11/2018

1. Mr.Mritunjay Jha, (Dy.General Manager ) Nodal Officer
2. Mr.Suresh Patil, (Dy.General Manager ) Central Division

On behalf of Applicant / Complainant present for Hearing dated 23/11/2018

1. Mr.Waris Khan ( Representative of the Applicant/Complainant)

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1. Being aggrieved by the Order of IGRC ( Internal Grievance Redressal Cell ) dated 23/02/2018 , the Complainant filed her grievance in this Forum stating that she had received an exorbitant bill of 48,900/- in the month of May' 2017.

**Contention of the Complainant / Applicant :**

- i. It is submitted by the Applicant / Complainant that the her residential premises mentioned above is closed and yet she was in receipt of the bill of Rs.49,990/- in the month of May'2017.
- ii. The supply of the C.A. No.150521118 meter no 4747398 has been disconnected.
- iii. It is the contention of the Applicant/Complainant that even if the meter no.4747398 was tested in the Lab and found to be OK , she was still charged heavily.
- iv. In her prayer the Applicant / Complainant has disputed this excessive bill of Rs.49,900/- charged to her and prayed for the reconnection of the electric meter.

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**Contention of the Nodal Officer on behalf of Respondent Licensee Rlnfra:**

It is the contention of the Nodal Officer of the Respondent Licensee the Complainant has filed the present billing related grievance, (hereinafter referred to as the Complaint) alleging that excess bill of Rs.48,900/- raised by the respondent in the month of May-2017 for the electric meter no 4747398 , CA No. 150521118 , under LT- I category, installed at Room No 3 Survey No.86 , Jankalyan Nagar, Opp Shweta Sheltar, Malad (W) Mumbai- 400095.

1. It is the contention of he Respondent that on 14/08/2017 the Complainant visited the Customer Care Center at Dindoshi Western Express Highway Malad East Mumbai,-97 and lodged high consumption complaint. Thereafter on 16/08/2017 the Respondent deputed it's representatives to check the meter at site. As per the site report no abnormality was observed and the meter was found ok, accordingly on 31/08/2017 a letter was sent to the customer informing about the status of meter and it was also advised that customer may apply for testing of meter at testing laboratory. However, the Complainant did not responded the same.
2. Further , the Respondent contented that the Complainant defaulted in paying the due amount of Rs.48,967/- and hence, the electric supply got disconnected on 16/08/2017. The meter no 4747398 having meter reading recorded 8687 was removed on 05/09/2017; thereafter, the amount of Rs. 54,204/- paid by the Complainant on 31/10/2017. Accordingly, the connection was restored through meter no. 8808658. It is pertinent to mention that after removal of the meter the meter no. 4747398 was sent to the meter testing laboratory of the Respondent at Meter Testing Dept.2<sup>nd</sup> floor Borivali R/S Building ,Opp Magathane Bus depot W.E.Highway ,Borivali (E), which confirms the meter reading as 8687 and

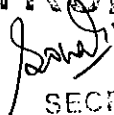
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status of meter as ok. Meter No. 4747398 is still in working condition and has been fixed at the premises of some other customer.

3. It is further contended by the Respondent that in response to the letter date 26/12/2017 the Respondent again checked the installation and details and found everything in line. Also it was found that consumption on new meter no. 8808658 was 710 Units in Nine days i.e. 01.11.2017 to 10.11.2017 this clears that there is huge variation in Consumption pattern.
4. It is contended by the Respondent that on 08/01/2018 the Complainant filed grievance before the Internal Grievance Redressal Cell , during hearing it was explained to the complainant that though she is allegedly claiming that her premises was not in use however there was consumption recorded in her meter, accordingly the bills have been raised. It was also pointed out that Complainant has obtained New Electric connection meter no 9065441 for gymnasium in same premises on 29/11/2017. However to resolve the issue, the Respondent agreed to give slab benefits, to which the Complainant agreed and assured to pay the outstanding amount after revision of the bill. It is submitted that Respondent has revised the bill after giving slab benefits and given credit of Rs. 8798. However the Complainant again avoided to pay the dues and hence, due to non-payment of dues the electric supply of the Complainant has been disconnected on 13/03/2018 & Meter removed on 28/04/2018.
5. It is stated by the Respondent that the IGR Cell had come to the conclusion after hearing both the parties and by perusing the documents shown, referred by the parties and after careful consideration of the all the facts

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and submissions and hence, it is most respectfully submitted that MoM of IGR Cell do not deserves any interference.

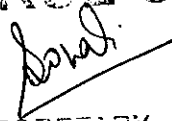
It is prayed by the Respondent that the present complaint filed by the Complainant deserves to be dismissed.

**Observation of the Forum :**

Following points were noted during the discussions with both the complainant and the respondent

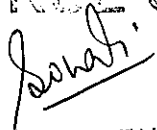
1. The complaint of Excess Bill was registered by the Applicant/Complainant in the Respondent's office on 14/08/2017 against the Meter No.4747398 .
2. The disputed period of excess billing consumption is between 12/05/2017 to 12/06/2017.
3. The Meter Reading was recorded as '4164' (90 Units ) on 12/05/2017 & '6740' (2576 Units) on 12/06/2017.
4. The representatives of the Respondent visited the site for verification on 16/08/2017 and the meter was found to be functioning properly.
5. Due to non-payment, the meter no. 4747398 was disconnected on 16/08/2017 and then removed on 05/09/2017.
6. There was no meter on site during period 05/09/2017 to 01/11/2017

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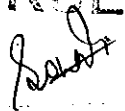
7. Disconnection to Reconnection was done by the Respondent on 01/11/2017 after the payment was made by the Applicant / Complainant and new meter bearing no. '8808658' was installed for residential usage.
8. The New Meter No.'8808658' recorded consumption from '0' (zero) Units to '710' units between the period 01/11/2017 – 10/11/2017 which do not denote any immense difference in consumption as observed during the usage of old meter no.4747398 .
9. It is also noted that the New Meter bearing no '9065441' was connected to the same premises for the commercial usage i.e. for Gymnasium , named as ' BrightStar Gym' of the Applicant/Complainant on 29/11/2017.
10. It is also observed that in the meanwhile, the consumption usage on Meter No.'8808658' during 10/11/2017 to 11/12/2017 was shot up from 710 to 1257 Units and the Applicant/Complainant did not pay the electricity bill against this usage.
11. The Respondent, in the effort of resolving the issue, gave the slab benefit credit of Rs.8,798/- to the Applicant/Complainant but the Applicant/Complainant did not pay this bill. Hence, the meter no.8808658 was disconnected on 13/03/2018 & Meter removed on 28/04/2018 for the reason of non-payment of dues towards meter no.'8808658'.
12. It is observed a sudden up scale in the units of Commercial Meter ( Gym) No.9065441 during 12/04/2018 to 12/06/18 ( i.e. April'18- 2244 Units, May'18-2667 Units , June'18 – 3601 Units) .

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13. The Representative of the Respondent contended that the power supply from commercial (i.e. Gym) meter was used for the residential purpose after the removal of residential meter i.e. meter no.'8808658'.
14. The representative of the Applicant/Complainant confirmed that the Gym in the name of 'BrightStar' which was inaugurated in the month of 23<sup>rd</sup> September'2017.
15. The Shops and Establishment License was issued in the same month i.e. September'2017 to the 'BrightStar Gym'
16. The representative of the Respondent stated that as per site verification , the Renovation work was going on before the opening of the Gym . The Residential meter may be used for commissioning of Gym and/or for the purpose of Gym activities till the new meter to the Gym was connected. The Gym Set up was ready in the month of September'2017.
17. It was also confirmed by the representative of the Respondent that the old meter no.4747398 was re-issued and installed to another consumer which is functioning properly as on date which is evident of the misuse of residential meter of the Applicant/Complainant for commercial usage and vis-à-vis which results in the high consumption.
18. The Applicant/Complainant further stated that though the Gym was inaugurated on 23<sup>rd</sup> of September , operation of the Gym continued without using the electricity till new meter to Gym was given as meter connected to residential premises was also removed. The Applicant/Complainant however could not explain satisfactorily as how the Gym equipments can work without the electricity being used during this period.

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OFFICE IN CHARGE  
FOR REDRESSAL  
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In view of the above observations and keeping in mind the fact that the disputed meter was tested in the laboratory and was found working within the limits of accuracy, we feel that the present application deserves to be disposed of.

Hence, the following Order is passed.

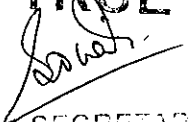
**ORDER**

1. The application stands disposed of.
2. No order as to cost.

Dated : 1<sup>st</sup> December 2018

Place : Borivali, Mumbai

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Sd/-  
Rajiv Nakhare  
Member - CGRF

Sd/-  
Milind Gandbhir  
Member - CGRF