

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

Sr.No. 16/2016 Mr.Madan Jadhav, Ramabai Ambedkar Nagar, D.B.Pawar Chowk,  
Pragati Chawl, Ghatkopar East, Mumbai 400 075. Tel: 9004593973.

A/c.No. 150133061, LT-I ( Resi ), East Division

Order dated. 20<sup>th</sup>October, 2016.

**PRESENT**

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

**On behalf of M/s. Reliance Infrastructure Limited**

1. Mrs. Pournima Niralay, Asst.Vice President, East Division
2. Mr. Mritunjay Jha, Dy.General Manager (Corporate Legal) Nodal Officer

**On behalf of Applicant / Complainant**

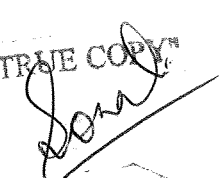
1. Mr. Manoj Jadhav (Complainant)

Being aggrieved by the Order passed by the IGR Cell of RInfra the Applicant / Complainant filed the present grievance application before this Forum.

At the outset this Forum feels it necessary to note certain facts.

It appears that the meter bearing C.A. No. 150133061 stands in the name of Madan Ganpat Jadhav. It appears that he expired and the present application came to be filed by his real brother Mr..Manoj Ganpat Jadhav. It also appears that the wife of the registered consumer Late Madan Ganpat Jadhav also expired and the present Applicant / Complainant is looking after both the children of the deceased Madan Jadhav and his

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wife. It also appears that although the registered consumer has expired, his brother Mr. Manoj Jadhav filed the present grievance application in the name of his deceased brother Late Madan Jadhav. In this background, the Nodal Officer took objection and submitted that the grievance application can not be filed in the name of the deceased person because he is no more in existence and as such it can not be said that the present Applicant/Complainant is authorized to file the present application.

This fact came to the notice of this Forum at the time of hearing only. In order to remove this anomaly, Mr. Manoj Jadhav moved one application before this Forum stating therein that he has moved the grievance application on behalf of his deceased brother as the wife of Madan Jadhav is also expired and he is looking after both the children of his deceased brother and his wife. It is his contention that he moved the grievance application in the name of his deceased brother.

After hearing Mr. Manoj Jadhav, this Forum feels that it is the bonafide mistake committed by Mr. Manoj Jadhav believing that he is supposed to move the application in the name of Mr. Madan Jadhav as he is the registered consumer. This being the bonafide mistake, this Forum feels to hear Mr. Manoj Jadhav ( brother of the deceased Late Madan Jadhav) in the interest of justice. This Forum feels that it will not be just and proper to disposed off the present application on the technical ground particularly when no prejudice is going to be caused to the Respondent, RInfra. Hence, this Forum heard the brother of the deceased Mr. Madan Jadhav. (Herein after for the sake of convenience Manoj Jadhav will be termed and treated as the Applicant / Complainant).

It is the contention of the Applicant / Complainant that he was paying the electricity bills regularly since last so many years. The said room was closed from November'2015 to January'2016. Even if this is so, he received the bill for the month of November'2015 for Rs.760/- . He went to the office of the RInfra and made enquiry as to how he received the bill of Rs.760/- for the month of November'2015 although the room was closed. Thereupon, the concerned staff members informed him that since last 8 months meter was not displaying any reading and hence, the meter is required to be changed.

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Thereafter, the old meter bearing 5873094 came to be changed in the month of December 2015.

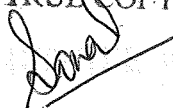
Thereafter, although the meter was changed again he received the bill for Rs.545/- for the month of December'2015. Thereafter, once again he went to the office of RInfra and lodged the complaint. He also showed the photographs of the meter showing the meter reading as "zero". In spite of that the consumption of 80 units were shown in the bill. Again in the month of January'2016, he received the bill of Rs.58/- . This bill was sent to him in the month of February 2016. He was given total electricity bill of Rs.1,390/- for the period from November'2015 to January'2016.

He further contended that on 23/04/2016 he received the bill for Rs.8,680/- showing the previous outstanding amount. In short, his grievance is that although his room was closed for 3 months the bill for the consumption of electricity was charged. Moreover, he was given the excess bill.

Under these circumstances he prayed to do the justice.

The Nodal Officer filed his reply and contended that the display of the meter developed error in the month of October'2014 and hence, the meter was replaced on 24/12/2015. It is his contention that there was fault in the display and not in the meter. The same meter was sent to the laboratory, it was tested and found OK i.e. working within permissible limits of accuracy. Due to the fault in the display, the bill was sent on estimated basis for a period from October'2014 to December'2015 upto reading 11685. However, after downloading the reading, it was noticed that the actual reading recorded was 12471 Units and hence, the bill towards the difference of units 786 was sent to him in April 2016. In order to give him maximum tariff benefit, the bill was amended accordingly in September'2016 onwards. He also contended that the new meter bearing No 5873094 installed at the premises of the Applicant / Complainant was an electronic meter having memory capacity to store readings for six months period from 01/07/2015

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to 01/12/2015 and as the meter was replaced in the month of December'2015 the actual consumption stored in the meter is from 01/07/2015 onwards. In short, it is the contention of the Nodal Officer that there was no any fault in the meter and hence the application of the applicant be rejected.

After hearing both the parties, Forum has observed following facts:

- 1) The bills to the consumer were raised on estimated basis for almost 15 months as there was defect in the display
- 2) The display defective meter was replaced with new meter and the old meter was tested in the laboratory
- 3) The old meter was found working within the permissible accuracy limits except the display was defective.
- 4) The readings of the old meter were downloaded from the memory of the meter.
- 5) Knowing that the display of the meter is defective, utility took a very long period to replace the meter.
- 6) This Forum feels that such type of problem is arising as no steps are taken at the earliest to replace the meter after fault is detected in the display of the meter.

Hence, this Forum feels it necessary to direct the Nodal Officer / Legal Counsel to direct the person concerned to take the appropriate steps to replace the meter after fault is detected.

In view of the above observations the Forum feels that the problem arose due to error in display and there was no any defects in meter. If this is so, this Forum feels that the Applicant / Complainant is liable to pay the bill raised.

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In view of the above observations the following order is passed.

**ORDER**

The grievance application is disposed off.

However, Forum suggests the Nodal Officer / Legal Counsel I to take appropriate steps to replace such display defective meters at the earliest.

No Order as to cost.

**Dated: 20.10.2016**  
**MIDC, Mumbai**

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**Vilas S Dixit**  
**Chairman - CGRF**

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**Rajiv Nakhare**  
**Member - CGRF**

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**Satyanarayan Rajhans**  
**Member - CGRF**

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