

CONSUMER GRIEVANCE REDRESSAL FORUM

THE TATA POWER COMPANY LIMITED

Office: Distribution Customer Services
1st Floor, Dharavi Receiving Station
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Matunga, Mumbai 400 019
Phone: 67172710 Fax: 67172730
e-mail: grievance.cell@tatapower.com

Ref.CGRF/TPC/2012/

Date: 03.07.2012

Case No.CG/6/2012
Date of Hearing: 14.06.2012

In the matter of M/s. RUNWAL RESIDENCY CHS LTD V/s The Tata Power Co. Ltd
Reg. Redressal of grievance by the Forum and passing of order

This is with reference to the grievance dated 05.05.2012 submitted in Schedule-A form to CGRF on 08.05.2012 and this office letter No.CGRF/TPC/2012 dated 06.06.2012 wherein CGRF (TPC) granted a personal hearing to M/s. RUNWAL RESIDENCY CHS LTD (Consumer No.2062014) and representatives of TPC Limited on 13th June 2012 at 14.30 Hrs. However based on the request received by mail dated 07.06.2012 from M/s RUNWAL RESIDENCY CHS LTD to postpone the hearing to 14th June 2012, the hearing was postponed to 14th June 2012 at 14.30 Hrs.

M/s. RUNWAL RESIDENCY CHS LTD (Consumer No. 2062014) is having three phase power supply with tariff category LT-I –Residential load.

The following persons were present:

CGRF Members:

- 1) Mr. R V Hegdekar, Chairperson
- 2) Mr. Bhalchandra A. Naik, Member
- 3) Mr. Vrushal N. Pimple, Member

On behalf of Complainant:

- 1) Mr. S. Murli (Mobile 9820817042)
- 2) Mr. T. S. Seetharaman (Mobile 9323906849)

On behalf of The Tata Power Company Limited:

- 1) Mr. Gautam Gaurav, Nodal Officer
- 2) Mr. Uttam Jain

Details of deliberations

Mr. S. Murli, Secretary of the Runwal Residency CHS LTD appearing on behalf of the complainant informed the Forum that they have switched over to pumping automation systems (from 02.11.2010) around the time they switched over to Tata Power connection in early November 2010. They used to rely on manual water pumping when they had Reliance Infra power connection earlier. They switched over to Tata Power for energy saving. To align themselves to power-saving technologies, they had simultaneously installed MC control panels with sensors for auto operation of their two submersible pumps inside the ground level water tank. From the date of the changeover up to the billing month of Oct 2011, the consumption was less than 1050 units. However it shot up to 1832 units in

the billing month of Nov 2011. The complainant complained about high bills from billing months November 2011, December 2011, January 2012 with meter no. ST 001746 installed. This meter was replaced for testing on 11.01.2012 by meter No ST 023671. Thereafter also the consumption was high for two months (Feb 2012 & March 2012) and came down subsequently afterwards. He requested the Forum to give relief for these periods i.e. from 10.10.2011 onwards till 09.03.2012 (5 cycles) based on past 6 months/12 months corresponding period sought for settlement.

The Tata Power had sent written reply to the Forum as well as to the complainant vide letter dated 19/05/2012 refuting all the allegations made by the complainant. The relevant points reiterated by the representative of the Tata Power are as follows:

- a) The Consumer had applied for changeover and as a part of changeover, JMR was carried out on 20/11/2010 and changeover was completed. At the time of JMR, the meter was also replaced and meter (make- Secure) vide meter no. ST-001746 was installed at the premises of the Consumer. The said process was carried out in the presence of Consumer representative
- b) The customer lodged a complaint of high registration on 14/12/2011, stating that they had received exorbitant bills for last two months. It was further averred by the Consumer that the bills are double as compared for the previous bills and the Consumer has made payment of bill for last month, but the Consumer is not willing to make payment for present bill, prevailing at that time. The meter was checked by the engineer at site and the same was found OK. The Consumer was not satisfied with the resolving of previous complaint and again logged similar complaint on 05/01/2012. As a process of high registration, the engineer checked the downloaded meter data with SAP readings and the same were found OK. A letter to this extent was sent to Consumer
- c) Being aggrieved, the Consumer applied for meter testing on 09/01/2012. The meter vide meter no. ST-001746 was replaced by new meter vide meter no. ST023671 and the old meter was packed and sent to Lab for meter testing. The meter was tested on 15/02/2012 and same was found OK in accuracy
- d) As the Consumer was not satisfied, the consumer filed a complaint before IGR on 12/04/2012 for inflated bills since November 2011 till date. The IGR had taken all the required actions, to resolve the complaint of the Consumer. The IGR analyzed the MRI data of meter no. ST 001746 and found it OK. This meter was also jointly tested with R Infra at Tata Power lab and found to be within accuracy limit. The meter no. ST 023671 was also jointly tested with Consumer at site and the same was also found within accuracy limit. MRI data of installed meter vide meter no. ST023671 had been analysed and found to be OK. MRI readings and SAP billing readings were cross checked and it was found that the Consumer is billed as per consumption recorded by meter. On the basis of the above observation, the IGR sent its reply dated 30/04/2012 with all the actions taken for resolving the complaint of Consumer and requested the Consumer to pay outstanding dues at the earliest.
- e) Being aggrieved by reply the Consumer has approached CGRF. In the complaint before CGRF, the Consumer had prayed for the same relief and same facts were mentioned. Each and every complaint of the Consumer was entertained and resolved by the Company as mentioned hereinabove. We strongly deny each and every contention mentioned in the complaints, with respect to action taken by us on the Complaints lodged by the Consumer
- f) In addition to this, we did the comparison of consumption. There is no major difference in Consumption pattern of consumer, when he was receiving supply from R Infra. We reiterate that we have examined the meter reader's reading sheet, MRI meter reading and cross checked with SAP reading and found them in order. The MRI data was analyzed and found to be Ok. The meters were already tested and the meter accuracy and recording was found to be ok. Thus there is no anomaly in the meters or the reading therein or any fault on our side. This may have due to the consumption at Consumer's end and there are many factors that may lead to high consumption.

g) Thus, the billing to the consumer is as per actual Consumption recorded by meter (accurate within the accuracy limit) and thus there is no case on merits and thus prayed that the complaint be dismissed with cost

Based on documents submitted by The Tata Power Co. Ltd and the outcome of deliberations with the complainant & the representatives of Tata Power it is clear that the licensee of power cannot exercise control on consumption of power by the consumers.

In case the meter is found to be running within the permissible limits of error, it becomes obligatory for the consumer to make the payments by the due date, of the bills raised by the Tata Power Co. Ltd., on the basis of the actual readings recorded by the meter

Order from Forum:

In view of the fact that the installed meters have been found to be running within the permissible limits, the complainant is supposed to make the payment of the bills as raised by The Tata Power Co. Ltd.

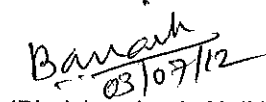
Orders of the Forum are required to be complied within 15 days of the receipt. The payment of the bills shall be as per the clause 15.5 of MERC (Electricity Supply Code & Other Conditions of Supply) Regulations, 2005 vide notification dated 20th January 2005

The grievance of the complainant will stand closed at this stage.

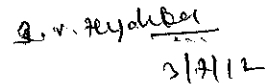
If Consumer is not satisfied with the decision of the Forum, he may make a representation to the Electricity Ombudsman in Schedule B form within sixty (60) days from the date of this order. Contact details of the Electricity Ombudsman appointed or designated by MERC under Regulation 10 is "Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606-608, 6th Floor, Keshava Building, Bandra-Kurla Complex, Bandra (E), Mumbai-400 051. Tel: 022-26592965/26590339/30680528.


3/7/12

(Vrushal N. Pimple)
Member


03/07/12

(Bhalchandra A. Naik)
Member


3/7/12

(R V Hegdekar)
Chairperson

To

**M/s. RUNWAL RESIDENCY CHS LTD, Plot 58, D.K. Sandu Marg, Near ICICI Bank,
Chembur, Mumbai 400071.**

Copy to:

- 1) Mr. M. Shenbagam, Gen. Manager (DCS), Tata Power Co Ltd., Mumbai
- 2) Mr. V. H. Wagle, Dy. Gen. Manager (Regulations), Tata Power Co Ltd., Mumbai
- 3) Mr. Gautam Gaurav, Nodal Officer, Tata Power Co. Ltd., Mumbai