

# CONSUMER GRIEVANCE REDRESSAL FORUM

THE TATA POWER COMPANY LIMITED

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e-mail: [grievance.cell@tatapower.com](mailto:grievance.cell@tatapower.com)

Ref.CGRF/TPC/2012/

Date: 07.06.2012

Case No.CG/3/2012  
Date of Hearing: 22.05.2012

**In the matter of Ms. Savita N Dave Vs The Tata Power Co. Ltd**  
**Reg. Redressal of grievance by the Forum and passing of order**

This is with reference to the grievance dated 09.04.2012 submitted in Schedule-A form to CGRF on 10.04.2012 and this office letter No.CGRF/TPC/2012 dated 07.05.2012 wherein CGRF (TPC) granted a personal hearing to Ms. Savita N Dave (Consumer No.2072700) and representatives of TPC Limited on 22<sup>nd</sup> May 2012 at 14.30 Hrs.

Ms. Savita N Dave (Consumer No. 2072700) is having a single phase power supply with tariff category LT-I –Residential load.

The following 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) Ms. Savita Narayan Dave\*
- 2) Mr. Santosh Narayan Dhade

\*The person who was present for the hearing told her surname as "Dhade" and she was the aggrieved consumer who had submitted the grievance to CGRF as "Dave". She also stated that she was the occupant of the premises, user of the electricity and the consumer of Tata Power. She had not applied for the change of name so far. The signature of the registered consumer in the schedule A form & the signature of the person who appeared for the hearing & signed in the attendance sheet on the date of hearing were same.

**On behalf of The Tata Power Company Limited:**

- 1) Mr. Gautam Gaurav, Nodal Officer
- 2) Mr. A. V. Potdar
- 3) Mr. Uttam Jain

**Details of deliberations**

- 1) Ms. Savita N Dave, the complainant and the registered consumer No. 2072700 appeared before the Forum in response to this office letter No. CGRF/TPC/2012 dated 07.05.2012. She requested the Forum to permit her son, Mr. Santosh Narayan Dhade to help her to present the grievance. The request was granted by the Forum.

- 2) The complainant in her complaint with IGR on 04-01-2012 had referred to a period of last six months, where as her actual grievance was only for first two months i.e. for the months of January 2011 & February 2011, which forum accepted on the basis of her poor educational background. She informed that with the electrical appliances in her small house the bills could not be that high & requested the forum to look into this aspect & reduce the amount of bills for these two months. She expressed her inability to pay these exorbitant bills due to her poor financial condition.
- 3) The Tata Power had sent written reply to the Forum as well as to the complainant vide letter dated 25/04/2012. The relevant points reiterated by the representative are as follows:-
- a) The customer lodged a complaint on 03/02/2011 stating that she had received exorbitant bill for the month of January 2011 and requested to check the meter in her presence. The meter was checked by the engineer at site, in the presence of Consumer and the same was found OK. Similar complaint was logged on 01/03/2011 and the consumer was not satisfied by the resolution provided on her complaint on 03/02/2011. The engineer for the Company checked the meter reading sheet for both the months and found them absolutely correct. Again on 11/03/2011 and on 05/04/2011, the Complainant lodged a complaint stating that her bill amount is high as compared to R Infra and there is a variance of 280% in bills of R infra and Tata Power. The meter was again checked at site and reading in SAP with downloaded meter data was checked and there was neither anomaly in the meter reading nor in the meter. A letter to that extent was sent to the Consumer. The Consumer made similar complaints on 09/04/11 and 11/04/11 stating her dissatisfaction towards her complaint resolution and her inability to make such a huge amount. As the Consumer was not satisfied, the consumer was informed to file a complaint before IGR and form to that extent was also provided to the Consumer.
- b) In the meantime the Consumer made an application for meter testing on 13/04/2011. The application was accepted and forwarded for processing. Thereafter, on 12/07/11, the meter was tested in lab and after testing the meter was found Ok in accuracy. A new meter N0007325 was installed; when the old meter 1471306 was taken for testing at Lab.
- c) The Consumer filed a Complaint dated 04/01/2012 before the IGR cell, stating High inflated bill in last six months as grievance. The Complaint before IGR cell was entertained and investigation was carried out. While resolving the complaint before IGR cell, Tata Power Co. Ltd have studied and investigated the downloaded meter data. The billing details matches with the meter readings. No specific event and anomaly found in the CMRI and in the billing details. As the Complaint was for high bills for last six months, Tata Power Co. Ltd got the new meter N0007325 tested through accu-check process and on testing the meter was found well within the accuracy level. On 01/03/2012, the IGR cell has sent a written reply to the Consumer informing her that there is no anomaly in the bills and the same are as per reading.
- d) The Complaint aggrieved by the reply by IGR, approached CGRF on 09/04/12 raising dispute in billing and 1<sup>st</sup> bill of Tata Power being high. As a part of resolving the complaints, Tata Power's engineer visited the Consumer's premises and has taken the connected load of the appliance. After studying and investigating the connected load, the approximate monthly consumption may come around 57.78 units and maximum consumption for the month on the said connected load may be 770.4 units. While resolving the Complaints, it was found that there are arrears of Rs. 12,655/-, which is payable by the Consumer.
- 4) All the above statements were supported by required documentary proofs by Tata Power.
- 5) The forum has also noted that the same meter (Sr.No. 1471306) in subsequent months showed lesser consumption, which is evident from the table given below

Billing Month	Units Consumed in Kwh
Jan 2011	867 units
Feb 2011	513 units
March 2011	156 units
April 2011	189 units

Based on documents submitted by The Tata Power Co. Ltd and the outcome of deliberations with the complainant & the representatives of Tata Power the Forum likes to place on record 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

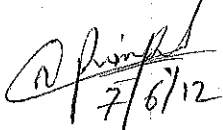
**Order from Forum:**

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.

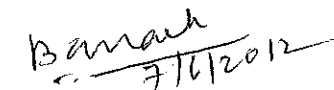
Orders of the Forum are required to be complied within 15 days of the receipt. The payment of the bills shall be as per the clause 15.5 of MERC (Electricity Supply Code & Other Conditions of Supply) Regulations, 2005 vide notification dated 20<sup>th</sup> January 2005

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

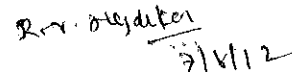
If Consumer is not satisfied with the decision of the Forum, she may make a representation to the Electricity Ombudsman in Schedule B form within sixty (60) days from the date of this order. Contact details of the Electricity Ombudsman appointed or designated by MERC under Regulation 10 is "Electricity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

  
7/6/12

(Vrushal N. Pimple)  
Member

  
7/6/2012

(Bhalchandra A. Naik,)  
Member

  
7/6/12

(R V Hegdekar)  
Chairperson

To

Ms. Savita N Dave, 95/1498, Hindu Muslim Chawl, New Link Road, Anand Nagar, Opp. Mega Mall, Jogeshwari (West), Mumbai-400 102.

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