

**CONSUMER GRIEVANCE REDRESSAL FORUM**  
**THE TATA POWER COMPANY LIMITED**

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Ref.CGRF/TPC/2013/

Date: 15.04.2013

**Case No.CG/2/2013**  
**Date of Hearing: 25.03.2013**

**In the matter of Mr. Kuppusamy Adikesavan & Mrs. A. Adikesavan**  
**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 submitted in Schedule-A form to CGRF on 23.02.2013 and this office letter No.CGRF/TPC/2013/12 dated 08.03.2013 wherein CGRF (TPC) granted a personal hearing to Mr. Kuppusamy Adikesavan & Mrs. A. Adikesavan (Consumer No.2258183) and representatives of TPC Limited on 26<sup>th</sup> March 2013 at 14.30 Hrs. However on request from one of the members due to pre Holi festival, the hearing was preponed by one day to 25<sup>th</sup> March 2013 at 16.00 Hrs vide CGRF E-mail dated 14<sup>TH</sup> March 2013.

Mr. Kuppusamy Adikesavan & Mrs. A. Adikesavan (Consumer No.2258183) is having three phase power supply with tariff category LTI –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 the Complainant:**

- 1) Mr. Kuppusamy Adikesavan

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

- 1) Mr. Gaurav Gautam
- 2) Mr. Ismail Ratlamwala

**Details of deliberations**

Mr Kuppusamy Adikesavan, the complainant informed the Forum that he has been using Reliance power supply for his residence until April 2012. He had been persuaded by TATA Power Agent that changing to TATA Power would save about 25% of his monthly power bill. He further intimated that he has changed over to TATA Power from 10. 04.12. He was totally surprised and shocked to see the first bill from TATA Power dated 7.5.12. The bill amount was Rs.20, 990/- for the partial month as against his average bill of about Rs.3000.

Immediately he registered a complaint with the TATA Power call centre about the exorbitant bill. Then he followed up with written complaint and also visited the customer service centre. After various follow ups, the meter was checked, but no change in the billing. Later on 03.07.12, the meter was changed. Immediately after the meter change, bill was reduced drastically. However, TATA Power said the meter was correct and he needs to settle the bill. Even with the wrong billing, he was settling the bill with a monthly average amount of RS.3000, until the new meter was installed in Jul 12. Later he was settling the bill as per the meter. Following is the history of his billing before and after changing to TATA Power.

Jan 12	Rs 3,220	Reliance
Feb 12	Rs 3,560	Reliance
Mar 12	Rs 2,650	Reliance
Apr 12	Rs 1,932.31	Reliance for up to 10 Apr 12 (Final Bill)
Apr 12	Rs 20,990	Tata Power for partial month of April 12. Tata Power meter changed on 10.4.12
May12	Rs 17,111	Tata Power
Jun 12	Rs 30,261	Tata Power
Jul 12	Rs 8,092	Tata Power. Meter was changed on 03/07/2012
Aug12	Rs 2,147	Tata Power
Sep 12	Rs 2,271	Tata Power
Oct 12	Rs 3,196	Tata Power
Nov 12	Rs 2,060	Tata Power
Dec12	Rs 2,613	Tata Power
Jan 13	Rs 2,495	Tata Power

It is obvious from the above table, that it is the high billing attributed to faulty meter installed by TATA at the first instant. If not the meter it can be wrong connection by the TATA Power. His home consists of 2 BHK. There are 4 BHK houses in the building, Tata Power can check the billing of those bigger flats still bill can never be so high as it was reflected in his bills during April to Jul 12. He requested CGRF to withdraw wrong billing due to faulty meter.

The Tata Power had sent a written reply to the Forum as well as to the complainant vide letter dated 06/03/2013. The relevant points reiterated by the representative of the Tata Power during the hearing are as follows:

1. The Consumer had applied for changeover and as a part of changeover, JMR was carried out on 10/04/2012 and changeover was completed. At the time of JMR, the R Infra meter vide meter no. 7769672 was replaced with Tata Power meter vide meter no. ST030411. The said process was carried out in the presence of Consumer representative.
2. The consumer lodged a complaint on 08/05/2012 for high registration, stating that they had received exorbitant bill for the partial month of April 2012, if compared with average consumption for a month, when the Consumer was an R Infra Consumer. Similar, complaints were made by the Consumer through mails and letters with respect to high and exorbitant bill for the month of April 2012. In one of the letters, the consumer has also shown its protest by stating that he shall make payment of bill on his complaint being resolved. The said complaints were entertained and immediate action was taken by Tata Power Co. The meter was checked and tested at site on 21/05/2012 and the data of the meter was downloaded and analyzed at our office. As per the test, which was carried at site, the meter was found Ok in accuracy and dial test. Also, on analyzing the data, we didn't find any anomaly in the data. Thus, the complaint of the Consumer was entertained and action was taken by checking the meter by the representative at site and analyzing the data by the Engineer at office. As a process, the technical team also checked whether there is any cross connection, but on inspections no cross connection was found at Consumer's meter. Further, also the downloaded meter data was checked

with SAP readings and the same were found Ok. From above, we found that there was no fault in the meter or in the readings.

3. As the consumer didn't made the payment of bill, disputing the same and pending resolving the complaint made by him, the recovery team issued and served on the consumer, notice for disconnection for default of payment. In and around 07/06/2012, the Consumer requested to check the meter and replace the meter as the meter is faulty. The consumer by its letter dated 13<sup>th</sup> June 2012 also informed that till the billing issue is resolved, the consumer shall not settle the bill and Tata Power should not disconnect supply. Thereafter, the Consumer has disputed bills for the month of May-12, June-12 and July-12.
4. Thereafter, on 03/07/2012, the meter ST030411 has been replaced with new meter vide meter no. ST035957 for testing the meter at our laboratory. The meter was tested in meter testing laboratory in the presence of R Infra representatives on 11/10/2012, in the presence of consumer. As per meter test report, the meter was found Ok in accuracy. The copy of said meter test report is annexed with the complaint.
5. As the Consumer was not satisfied with the resolution provided by Tata Power Company, the Consumer filed a complaint before IGR Cell on 15/12/2012. The IGR cell gave a hearing to the Consumer and tried to resolve the issue. After detail hearing, the IGR cell sent a reply dated 06/02/2013 to Consumer informing him the action taken to resolve his complaint. In the said reply, IGR cell informed that disputed meter was tested in the presence of R Infra representative and was found to be within accuracy limit. It was informed that the meter downloaded data has been analyzed and was also found to be in order. It was informed that meter downloaded readings and billing readings are cross checked and found to be in order and the Consumer has been billed as per actual consumption recorded by the meter.
6. Being aggrieved, the Consumer approached CGRF. In the complaint before CGRF, the Consumer had prayed for the same relief and same facts were mentioned. The complaint of the Consumer was entertained and resolved by the Company as mentioned hereinabove.
7. We reiterate that we have examined the meter downloaded reading and cross checked with SAP reading and found them in order. The downloaded data was analyzed and found to be Ok. The meter was already tested and the meter accuracy and recording was found to be ok. In fact, in the said test report, there were certain observations observed "current imbalance, high neutral current, reverse current event observed", for which we have sought clarification from the concerned team. The Concerned team observed as follows:  
  
"As per load survey data and MD recorded, the consumption was symmetrical and found OK. The reversal event was intermittent and which might be due to consumer load. Current in all phases found symmetrical. Current was observed up to 66 Amps in phases. It was also observed that the consumption pattern is consistent on higher side as well as lower side."
8. Thus from the above observation, 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. Thus, there is no fault in meter or in the bills and the bills are prepared as per the consumption of the Consumer.

Thus we reiterate that 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.

Forum heard both the parties and observed that:

Tata Power had intimated that laboratory meter testing was done on 05.10.2012 in presence of the consumer but it was pointed out by the complainant and verified by the Forum that meter test results shows that consumer was not present during the testing. Tata Power agreed to correct the statement. When the Forum asked the consumer the reason for not being present for the testing, he explained that he had expressed his inability to remain present for the scheduled date and requested to postpone. But he was not informed about the revised date of testing, so he could not remain present.

To the query posed to the Tata Power representative whether site testing of meter using tong tester could be carried out without touching the wire, it was confirmed in affirmative by Tata Power representative.

In the reply given to the CGRF it is stated that current was observed up to 66 Amps in phases. It was pointed out by CGRF that based on two load survey reports submitted by Tata Power it touched 75 Amps on 02.07.2012 between 1100 Hrs to 11.30 Hrs in one of the phases. It is highly unlikely that with the connected load of 9.122 kW (signed both by the consumer & Tata Power & made available to the Forum) current value can go at such a high level of 75 amps or even at 66 amps.

Table showing consumption of electricity for the period: April 2011 to Feb 2013

Reliance Meter No:7769672		Tata Power Meter No:ST030411		Tata Power Meter No:ST035957	
Bill Month	Units Consumed	Bill Month	Units Consumed	Bill Month	Units Consumed
April 2011	660	April 2012 (From 10.4.12)	2676		
May 2011	421	May 2012	2262		
June 2011	424	June 2012	3555		
July 2011	456	July 12 (up to 3.7.12)	600	July 2012 (From 3.7.12)	475
August 2011	541			August 2012	401
Sept 2011	332			Sept 2012	418
October 2011	575			October 2012	504
Nov 2011	502			Nov 2012	373
Dec 2011	448			Dec 2012	441
January 2012	501			Jan 2013	427
February 2012	404			Feb 2013	433
March 2012 (up to 10.4.12)	610				

The Forum has also noted the consumption pattern was on the lower side before and after the change of the said meter. Only during the disputed period it was high. The observations and the table given above clearly indicate that abnormally high consumption was recorded by the meter during the period 10.4.2012 to 3.7.2012. Also it was noted in meter testing report that abnormal events such as current imbalance; high neutral current, reverse current events were recorded.

**Order from Forum:**

The Tata Power Company Ltd. is directed to work out the consumption of the electricity for the period of 10th April 2012 to 3rd July 2012 (for which the recorded consumption is high) based on taking an average consumption of electricity in preceding 12 months and to amend the bill accordingly and serve the same on the complainant within a period of fortnight in the light of the observation made above. The complainant shall pay the said charges within a period of fortnight from the date of receiving such amended bill if these are not paid earlier. DPC, Interest on arrears should be waived of. Also slab benefit should be given to the consumer.

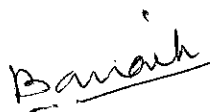
The Tata Power Company Ltd has been directed to report the compliance of this order, within a period of one month from the date of issue of this order.

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, 6<sup>th</sup> Floor, Keshava Building, Bandra-Kurla Complex, Bandra (E), Mumbai-400 051. Tel: 022-26592965/26590339/30680528.

  
15/4/13

(Vrushal N. Pimple)  
Member



(Bhalchandra A. Naik)  
Member

  
15/04/2013

(R V Hegdekar)  
Chairperson

To

1) Mr. Adikesavan Kuppusamy & Mrs.  
Arachelvi Adikesavan, A/94,  
Brookhaven Condominium, J V Link  
Road, Majas Village, CTS 33-B Near  
Majas Depot, Jogeshwari(E),  
Mumbai 4000601

2) Mr. M. Shenbagam,  
Gen. Manager (DCS),  
Tata Power Co. Ltd.,  
Mumbai 400 019.

Copy to:

- 3) Mr. V. H. Wagle, Dy. Gen. Manager (Regulations), Tata Power Co Ltd., Mumbai
- 4) Mr. Gautam Gaurav, Nodal Officer, Tata Power Co. Ltd., Mumbai