



Consumer Grievance Redressal Forum, Kalyan Zone

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No.EE/CGRF/Kalyan Zone/

Date of Grievance : 10/08/2015

Date of Order : 11/10/2017

Total days : 784

**IN THE MATTER CASE OF GRIEVANCE NO. K/E/911/1111/2015-16 IN  
RESPECT OF RAPID PACK ENGINEERS P. LTD., S. NO.66, PLOT  
NO.18, WALIV, VASAI ( E ) DIST. PALGHAR, PIN CODE NO. 401 208  
REGISTERED WITH CONSUMER GRIEVANCE REDRESSAL FORUM  
KALYAN ZONE, KALYAN REGARDING REFUND OF EXCESS  
AMOUNT WITH INTEREST.**

Rapid Pack Engineers P. Ltd.,  
S. No.66, Plot No.18,  
Waliv, Vasai (E),  
Dist. Palghar,  
Pin Code-401 208  
(Consumer No.001849024290)

... (Hereinafter referred as Consumer)

Versus

Maharashtra State Electricity Distribution  
Company Limited  
through its MSEDCL, Addl. Ex. Engineer,  
Vasai Circle, Vasai ( E), . . . . . (Hereinafter referred as Licensee)

Appearance:- For Licensee :- Shri Ishwar Bharti-AEE .  
For Consumer : Shri Harshad Sheth-Consumer's representative.

[Coram- Shri A.M.Garde-Chairperson, Shri A.P. Deshmukh-Member Secretary  
and Mrs.S.A.Jamdar- Member (CPO)].

1] Maharashtra Electricity Regulatory Commission, is, constituted u/s. 82 of Electricity Act 2003 (36/2003). Hereinafter for the sake of brevity referred as 'MERC'. This Consumer Grievance Redressal Forum has been established as per the notification issued by MERC i.e. "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2006" to redress the grievances of consumers vide powers conferred on it by Section 181 read with sub-section 5 to 7 of section 42 of the Electricity Act, (36/2003). Hereinafter it is referred as 'Regulation'. Further the regulation has been made by MERC i.e. 'Maharashtra Electricity Regulatory Commission. Hereinafter referred as 'Supply Code' for the sake of brevity. Even, regulation has been made by MERC i.e. 'Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply & Determination of Compensation) Regulations, 2014.' Hereinafter referred 'SOP' for the sake of convenience (Electricity Supply Code and other conditions of supply) Regulations 2014'.

2] Consumer filed this grievance before the Forum on 10/8/2015, contending that the power factor penalty was wrongly charged due to faulty Genus Meter. Accordingly, it's refund, in addition, seeking incentives with interest demanded. All these contentions are based on the ground that meter of Genus company installed by Licensee is defective. Secondly, consumer asked to refund excess collected AEC in the month of December 2014 with interest.

3] On receiving the said grievance, it's copy along with accompaniments sent to the Nodal Officer vide this Forum's Ltr. No. EE/CGRF/Kalyan/241 dated 12/8/2015.

In response to it, the Officers of Licensee appeared and filed reply on 20/11/2015 and from time to time added explanations / points. Similarly, consumer too submitted rejoinders.

4] Consumer contended that power factor penalty due to faulty Genus meter was charged for period from March 2014 to April 2015 which comes to Rs.2,43,330/- and loss of PF incentives Rs.1,26,000/-. The penalty was charged due to faulty Genus Meter which was wrongly calculating PF due to wrong software.

Consumer further contended that in the bill for month of December 2014, AEC wrongly levied for three months instead of only one month. Hence, Rs. 88,592/- is to be refunded.

5] Licensee in it's reply dated 20/11/2015 stated that Meter No. 06264534 installed to consumer in the month of February 2014. From April 2014 to September 2014 reading was taken by MRI and only lag (Rkvah) reading was taken for calculation of power factor (P.F.). As such P.F. is proper and it was below 0.90 hence P.F. penalty was levied in the bill after-said period.

Secondly, regarding excessive charging AEC in the month of December 2014 Licensee agreed and rectified their mistake by refunding amount of Rs.1,58,879.81 in energy bill of January 2015. The bill was kept on record and showing the refund of Rs.158779.82.

6] There were so many times hearing and correspondence done/made in respect of this case. The Forum has gone through all the

record and facts produced on record during the hearing. Consumer mainly asking for MRI data of meter during the disputed period. As-far-as this case is concerned, the disputed period was shown from March 2014 to April 2015. Whereas MRI report of the said meter generated through ‘GENUS – URJA Software ver. 1.0.22’ is produced for the period from 1/3/2014 to 8/6/2014 as well as for the period from 1/6/2015 to 9/9/2015, which are kept on record. Licensee was not able to produce the data for whole disputed period. Instead of that, Licensee produced data from their IT department which shows the similar reading which appeared in energy bill. Forum observed that the readings in the report generated from ‘GENUS URJA’ Software and ‘IT’ data for that particular period are matching.

7] Now the main issue is for wrong calculation of ‘P.F.’ due to wrong software in the Genus meter. There were some cases in which the Genus company agreed their mistake. The report shows following observations:

Sample Meter Analysis Report

1	Customer Name	-
2	Meter Sr.No.	-
3	Meter Description	3 Phase 4 wire, 3*240,Cl 0.5 Cap 10 1/5 Amps LTCT static Watt hour meter.
4	Nature of fault reported	Low PF recorded.
5	Observation	We check this meter and found that PF Calculation program was wrongly programmed for Lag + Lead, so after calculating PF is showing low.
6	Result	We can program these meter for lag only calculation for rectification. Also MSEDCL may bill consumer accordingly.

From the above report, it is clear that PF calculation program was wrongly programmed for Lag + Lead Rkvah, so that final calculation shows low power factor. There was no issue for recording of ‘ Lag Rkvah’ reading and lead Rkvah reading. Meter was correctly recording both lag and Lead Rkvah. The issue was due to wrong program, PF calculated was low in case of some meters.

Now the issue is whether this meter is also showing low Power Factor? For this the Forum has gone through all the readings available on record from ‘ GENUS URJA’ Software as well as readings available in Licensee’s IT department. It is observed that the ‘ Lag Rkvah ’ counter reading from both the report is matching. So there was no issue involved as-far-as ‘ Lag Rkvah ’ reading is concerned. In this particular case ‘ Lag Rkvah ’ reading dated 1/4/2014 was ‘10586.13’ in both reports, which is at the starting /prior to this dispute. ‘ Lag Rkvah’ reading dated 1/9/2015 was ‘150803.08’ in both reports. The Forum has calculated the PF from the available reading on record by applying the formula.

$$\text{Avg. P.F.} = \frac{\text{Total (Kwh)}}{\text{Total (kvah)}}$$

$$\text{Where Total Kvah} = \sqrt{\sum(\text{Kwh})^2 + \sum(\text{Rkvah})^2}$$

The P.F. So calculated is matching with the PF shown in consumer’s statement.

As the ‘ Lag Rkvah ’ reading is progressive and it is matching with the MRI report hence the P.F. calculated is correct and there is no issue of wrong calculation of P.F. The calculated P.F. considering ‘ Lag Rkvah ’ is exactly matching with billed ‘P.F.’ Hence the Forum has opined that there is no issue of wrong programming in this particular meter.

8] Also the Genus Company report for this particular meter No.06264534 received on 28/3/2017 kept on record and it is also showing that the meter was programmed for PF calculation as per Lag Rkvah only.

9] Issue of AEC refund is already agreed by the Licensee, hence there is no need to go in detail.

This matter could not decide within stipulated period because the parties to have produced some documents.

Hence the order.

### **ORDER**

Grievance application of the consumer is hereby rejected.

Date: 11/10/2017.

(Mrs.S.A.Jamdar)  
Member  
CGRF, Kalyan

(A.P.Deshmukh)  
Member Secretary  
CGRF, Kalyan.

(A.M.Garde)  
Chairperson  
CGRF, Kalyan.

### **NOTE**

- a) The consumer if not satisfied, may file representation against this order before the Hon. Ombudsman within 60 days from the date of this order at the following address.

*“Office of the Electricity Ombudsman, Maharashtra Electricity Regulatory Commission, 606/608, Keshav Bldg, Bandra Kurla Complex, Mumbai 51”.*

- b) Consumer, as per section 142 of the Electricity Act, 2003, can approach Hon. Maharashtra Electricity Regulatory Commission for non-compliance, part compliance or

- c) delay in compliance of this decision issued under “Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulation 2003” at the following address:-

“Maharashtra Electricity Regulatory Commission, 13th floor, World Trade Center, Cuffe Parade, Colaba, Mumbai 05”

- d) It is hereby informed that if you have filed any original documents or important papers you have to take it back after 90 days. Those will not be available after three years as per MERC Regulations and those will be destroyed.