



Consumer Grievance Redressal Forum, Kalyan Zone

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No.EE/CGRF/Kalyan Zone/

Date of Grievance : 29/06/2015

Date of Order : 26/10/2017

Total days : 877

IN THE MATTER CASE OF GRIEVANCE NO. K/E/902/1101/2015-16 IN RESPECT OF VORA SCREWS, GALA NO. 13, BLDG.NO.2, MERCHANT IND. Cmplx, 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.

Vora Screws,
Gala No.13, Bldg. No.2,
Merchant Ind. Cmplx,
Waliv, Vasai (E),
Dist. Palghar,
Pin Code-401 208
(Consumer No.001840851733)

... (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 Vasai Rd. (E) S/dn.
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 29/6/2015, 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 reduce contract demand from category LTVB to LTVA < 27 hp.

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/213 dated 1/7/2015.

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 July 2013 to July 2015 which comes to Rs.76364=76 and loss of PF incentives Rs.7700/-. The penalty was charged due to faulty Genus Meter which was wrongly calculating PF due to wrong software.

5] Licensee in it's reply dated 20/11/2015 stated that Meter No. 06266193 installed to consumer in the month of July 2013. From July 2013 to July 2014 reading was taken by MRI and for power factor calculation RKvAh Lag + RKvAh Lead readings were considered before generation of bill due to Genus meter old software. The old software was adding RKvAh Lag and RKvAh lead for RKvAh reading which ultimately calculating wrong/low P.F. Hence detailed sheet of refund was prepared and amount of Rs.34768=38 was refunded to the consumer in the bill of December 2015 for the period from July 2013 to July 2014.

Also regarding second issue of load reduction. Licensee has paid the amount of Rs.18990/- under B80 to the consumer for the period from September 2015 to November 2015 for tariff difference on 10/9/2016.

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 July 2013 to July 2015. Whereas MRI report of the said meter generated through ‘GENUS – URJA Software ver. 1.0.22’ is produced for the period from 1/10/2013 to 26/3/2014 as well as for the period from 1/6/2015 to 4/11/2015, 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 that for the period from 1/10/2013 to 26/3/2014 the RKvAh reading taken for P.F. calculation was on addition of RKvAh Lag and RKvAh lead readings. Therefore, P.F. calculated was lower than actual. In the month of July 2014 Licensee corrected the RKvAh Lag reading to ‘5954’ which was actual RKvAh Lag reading. Hence, when MRI data for period from 1/6/2015 to 4/11/2015 compared with I.T. data the reading of RKvAh Lag was matching in both the reports.

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 was not matching prior to July 2014. But thereafter correcting the RKvAh Lag reading in the month of July 2014 and after updating the meter software both reports are matching. So there was no issue involved as-far-as ‘Lag RKvAh’ reading is concerned. In this particular case ‘Lag RKvAh’ reading dated 1/7/2014 was ‘5954’. ‘Lag RKvAh’ reading dated 1/9/2015 was ‘25777.93’ 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 after July 2014.

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 was the issue of wrong programming in this particular meter, which was corrected in July 2014 and after that there was no issue of wrong P.F.

8] The issue of reduction in contract demand is agreed by Licensee and refund is already made. 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

1] Grievance application of the consumer is hereby partly allowed.

2] Licensee is directed to calculate interest as per RBI rate vide Section 62(6) of Electricity Act, 2003 on refunded amount till refund date and same be adjusted in next ensuing bill.

3] Compliance be reported within a period of two months from the date of receipt of this order

Date: 26/10/2017.

(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.