

BEFORE THE ELECTRICITY OMBUDSMAN (MUMBAI)

(Appointed by the Maharashtra Electricity Regulatory Commission
under Section 42(6) of the Electricity Act, 2003)

REPRESENTATION NO. 76 OF 2024

In the matter of Reduction in Contract Demand

Maya Engineering Works ,..... ..Appellant
(Consumer No. 170149006136)
V/s.

Maharashtra State Electricity Distribution Co, Ltd. Ganeshkhind CircleRespondent
(MSEDCL)

Appearances:

Appellant : 1. Amarjit Singh
2. Suresh Sancheti, Representative

Respondent : S.J. Murkute, Executive Engineer (Admin), Ganeshkhind Circle

Coram: Vandana Krishna [IAS (Retd.)]

Date of hearing: 25th June 2024

Date of Order : 11th July 2024

ORDER

This Representation was filed on 24th April 2024 under Regulation 19.1 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2020 (CGRF & EO Regulations 2020) against the order dated 13th February 2024 passed by the Consumer Grievance Redressal Forum, Pune Zone

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Secretary

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(the Forum). The Forum by its order partly allowed the grievance application. The operative part of the order is as below:

“2. The Respondent is directed to give Compensation to Complainant of Rs 500/- as per Hon’ble MERC SOP Regulation 2021.”

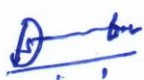
2. Aggrieved with the order of the Forum, the Appellant has filed this Representation. An e-hearing was held through video conference on 25th June 2024. Parties were heard at length. The Appellant’s submissions and arguments are stated as follows: - *[The Electricity Ombudsman’s observations and comments are recorded under ‘Notes’ in brackets where needed.]*

- (i) The Appellant is a 22 KV HT Industrial Consumer (No.170149006136) from 23/03/1990. He is a Manufacturer and Supplier of Winder Machines and Winder Machine Spare Parts. Details of the electric connection and load reduction are tabulated as below:

Table 1:

Name of Consumer	Consumer No.	Address	Sanctioned load (KW)	Date of Supply	Contract Demand (KVA)	Date of Application for C. D. Reduction	C.D. Reduction effected
Maya Engineering Works	170149006136	W-130, S-Block, MIDC, Bhosari	1165	23/03/1990	650	29/04/2022	650 to 360 KVA from Aug. 2022 onwards

- (ii) The Appellant applied for Load reduction from 650 to 360 KVA on 29.04.2022 through Web Self Service (WSS) Portal of the Respondent (Application Date 29/04/2022 & Effective Date: 02/05/2022). The Respondent is duty bound to reduce contract demand within two billing cycles (i.e. by end of June 2022) as per Annexure II of Maharashtra


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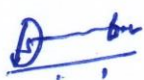


Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 (Supply Code & SOP Regulations 2021). However, the load reduction was effected in Aug. 2022. The reason given for this delay was that it needed a change in infrastructure.

- (iii) The previous CD of the Appellant was 650 KVA. The CT ratio was 25/5 A. Actually, the same CT Ratio was also technically suitable for 360 KVA CD as per Respondent's Circular No. CE/Testing/Standard CT Ratio/Circular/08, dt.14.05.2020. However, the Respondent decided to replace this 25/5 A CT and 22 KV/110 V PT for its own interest. The Respondent generated a Firm Quotation/ Demand Note on 1st August 2022, and did not generate it within the time frame of one week as per Supply Code & SOP Regulations 2021.
- (iv) The Appellant paid the Firm Quotation on 2nd August 2022 as below:

Description	Amount (Rs.)
Agreement Fee	430
Goods & Service Tax	450
Processing Fee	2500

- (v) In spite of clear guidelines, Respondent did not give the effect of reduction in CD from May 2022 billing which was mandatory. This delay led to considerably higher billing in May / June 2022.
- (vi) The Appellant filed a grievance in the Forum on 04/07/2022. The Forum by its order dated 24.04.2024 principally rejected the grievance and gave compensations of Rs. 500/-. The operative part of the order is captured in the First Para. The Forum failed to understand the basic provisions of Supply Code & SOP Regulations 2021.
- (vii) In view of the above, the Appellant prays that the Respondent be directed
- to give effect of load reduction from May 2022 onwards.
 - to refund the excess bill amount with interest.


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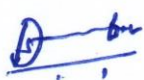


3. The Respondent filed its reply dated 12th June 2024. Its submissions and arguments are stated as follows: -

- (a) The Appellant is 22 KV HT Industrial Consumer whose details are already stated in Table 1 of Para 2 (i).
- (b) The Appellant applied for Load reduction on 27.04.2022 through WSS Portal of MSEDCL. Accordingly, O & M Division referred this case to Testing Division of MSEDCL for its technical opinion. The Executive Engineer Testing Division proposed in May 2022 for replacement of the existing 25/5 A CT by 10/5 A CT as per technical requirement of 360 KVA load. He also proposed replacement of the existing PT with Class 0.5, in view of Testing Circular (CE/Testing/Standard CT Ratio/Circular/08 dt.14.05.2020).
- (c) After completing the internal procedure for getting approval of the competent authority in June/July 2022, the Respondent processed the online application of the Appellant. The Firm Quotation of Rs.3,389/- was issued to the Appellant on 1st August 2022 which was paid on 02.08.2022. The Respondent sanctioned an estimate of Rs. 5,72,799/- for replacement of the existing CT/PT by a new CTPT vide its letter dated 2nd August 2022 as per the technical specification of the Testing Team, which is produced as below:

Particulars	Burden	Ratio	Class
3 CTs	10 VA	10/5 A	0.5 S
3 PTs	50 VA	22KV/110V	0.5

- (d) The CT/PT replacement work was carried out departmentally on 25/08/2022. The CT/PT were tested, and the metering was found in order. The Appellant paid the processing fee on 1st August 2022. The effect of load reduction was also given in August 2022.
- (e) The Forum by its order dated 13/02/2022 partly allowed the grievance of the Appellant. The order of the Forum is a reasoned and speaking one and hence no interference is


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required in its order. Considering all the above facts, the Respondent prays that the representation of the Appellant be rejected.

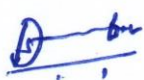
4. During the course of the hearing, the Respondent was directed to submit its reply in detail on the points raised by the Appellant. The Respondent informed telephonically on 08/07/2024 that the Respondent did not have any additional information for further submissions. The Respondent requested to decide the grievance on merit.

Analysis and Ruling

5. Heard the parties and perused the documents on record. The Appellant applied for load reduction from 650 to 360 KVA on 29/04/2022, which was effected in August 2022. Details of the electric connection and load reduction are charted in Table 1.

6. As per Supply Code & SOP Regulations 2021, the reduction in Contract Demand / Sanctioned Load is to be done within the second billing cycle. The provision is reproduced as below:

<i>Annexure - II: Level of Compensation Payable to Consumer for failure to meet Standards Of Performance</i>			
<i>Supply Activity/Event</i>	<i>Standard</i>	<i>Compensation Payable</i>	<i>Automatic/ Manual</i>
7. Other Services			
<i>reduction in Contract Demand / Sanctioned Load</i>	<i>Second billing cycle</i>	<i>Rs 100 per week or part thereof of delay subject to maximum of Rs 500</i>	<i>Automatic</i>


 (Dilip Dumbre)
 Secretary
 Electricity Ombudsman Mumbai



7. The Respondent issued technical circular no. CE/Testing/Standard CT Ratio/Circular/08/dated 14/05/2020 for Standard C.T. Ratios for metering in respect of H.T. Consumers. The contents of the circular are reproduced as below:

“As per present metering policy adopted in MSEDCL, installations of commensurate metering CTs are necessary for release of new HT connections. In case of load reduction and enhancement cases existing CTs are being allowed if full load current of new Contract Demand is within accuracy limits i.e. 20% to 120% of existing CTs rated primary current.

However, after availability of the required commensurate CTs,

Presently the standardized CT ratios up to 33 KV level are as follows:

400/5 A..... 50/5 A, 25/5 A, 10/5 A and 5/5 A.

In this regard, in FY 2024-25, as per Multi Year Tariff Order 322 of 2019 dated 30/03/2020 has also considered the gradual increase of Billing Demand by 5 % per year up to threshold limit of 75 %. Thus, consumers will maintain their Demand as close as possible to its Contract Demand.

.....
Further to facilitate the prime consumers, MSEDCL has provided many online services to consumers like New Connection Request, Change in Load etc. Simplifications & Standardization in metering & its CT ratio will also help for effective implementation of such services.

.....
For reduction in Contract Demand of existing H.T. consumers Contract Demand range of finalized by considering reduction up to 40 % of rated primary current of the existing C.T. (refer Table 1)

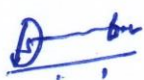

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Table 1

Voltage Level	As per SOP Circular CD allotted	Avialable Std. CTs Amp.	CD allowed as per 100% loading KVA	Revised Standardisation of CTR	Range of CD for HT connections & enhancement of load	For Load Reduction (Allowing limit upto 40% of CT ratio only)
11 KV
22 KV	upto 10000 KVA
		25	953	25	201 to 500 KVA	upto 350 KVA
	

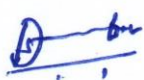
8. The Appellant applied for CD reduction from 650 to 360 KVA on 29/04/2024 which comes under 40 % of 25 /5 A CT Ratio. The Appellant is entitled to get the benefit of load reduction to 360 KVA of the existing 25/5 A CT Ratio. This would be a temporary arrangement, and the CT Ratio of 10/5 A could be installed in due course based on its availability and after following due official procedure. Thus, the delay of about 2 months in reducing CD was unnecessary.

9. The Respondent did not give any opportunity to the consumer for payment of processing fee in May 2022. Hence, the Appellant is not responsible for late payment in August 2022. In this case the second billing cycle would be from June 2022. The Respondent reduced CD from August 2022 onwards. The delay led to higher billing in June and July 2022.

10. Based on the above analysis, the order of the Forum is set aside.

11. In view of the above, the Respondent is directed

- a. to revise the bill of the Appellant considering CD of 360 KVA (instead of 650 KVA) for the month of June & July 2022.
- b. to refund the amount of excess bill in the ensuing bill of the Appellant.


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 Electricity Ombudsman Mumbai




- c. Other prayers of the Appellant are rejected.
- d. Compliance to be submitted within two months from the date of issue of this order.

12. The Representation is disposed of accordingly.

13. The secretariat of this office is directed to refund Rs.25000/- taken as deposit with the Respondent by adjusting in the Appellant's ensuing bill.

Sd/
(Vandana Krishna)
Electricity Ombudsman (Mumbai)


(Dilip Dumbre)
Secretary
Electricity Ombudsman Mumbai

