

BEFORE THE ELECTRICITY OMBUDSMAN (MUMBAI)

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

REPRESENTATION NO. 24 OF 2022

In the matter of excess billing

Agrasha Reality Pvt. Ltd.....Appellant

V/s.

Maharashtra State Electricity Distribution Co. Ltd., Pen (MSEDCL).....Respondent

Appearances

Appellant : 1. Baby Samuel, M.D.
2. Vinod, Representative

Respondent : 1. I.A. Mulani, Superintending Engineer, Pen
2. P.S. Khandekar, Executive Engineer
3. S. K. Dhope, Dy. Ex. Engineer

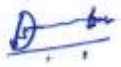
Coram: Vandana Krishna (Retd. IAS)

Date of hearing : 5th April 2022

Date of Order : 10th May 2022

ORDER

The Representation is filed on 28th February 2022 under Regulation 19.1 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 (CGRF & EO Regulations 2020) against the Order dated 20th December 2021 passed by the Consumer Grievance Redressal Forum, MSEDCL, Kalyan Zone (the Forum).


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Preamble:

The Appellant filed a Writ Petition (WP) before the Hon'ble High Court of Bombay in June 2021 for excessive bill during lockdown period when there was no use. The WP was registered as (St.) No. 12717 of 2021. The Hon'ble High Court of Bombay by its order dated 30.07.2021 has observed as below:

“1. The grievance of the Petitioners in the above Writ Petition pertains to the excess billing qua the electricity supply to their mall and for the demand raised towards additional charges.

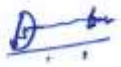
2. An alternate efficacious remedy is available to the Petitioners to redress their grievance with regard to the billing dispute i.e. by filing an Application / Complaint before the Internal Grievance Redressal Cell (IGRC) created by the Respondents under the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006, as amended in the year 2020.

3. In the event of the Petitioners filing an Application / Complaint before the IGRC within one week from today along with an Application seeking ad-interim relief/s, the same shall be forthwith heard and disposed off by the IGRC. The main Application / Complaint shall be disposed off by the IGRC within two weeks from the date of receipt of the same.

4. All contentions of the parties are kept open.

5. The above Writ Petition is accordingly disposed off.”

2. The Appellant approached this office vide letter dated 04.08.2021. It was advised to the Appellant by letter dated 06.08.2021 to approach Internal Grievance Redressal Cell (IGRC), Pen Circle for redressal of its grievance as per direction of Hon'ble High Court Bombay. The Appellant approached the IGRC on 06.08.2021 which disposed of the grievance by order dated 25.08.2021. Thereafter, the Appellant approached the Forum on 07.10.2021. The Forum, by its order dated 20.12.2021 has rejected the grievance. The operative part of the order is as below:-


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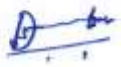


"2. The Licensee is directed to recover the disputed bill in 6 equal instalments from consumer.

3. The interest, DPC & penalty to be waived off from the disputed amount."

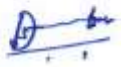
3. Being aggrieved by the order of the Forum, the Appellant filed this Representation stating in brief as under:

- (i) The Appellant, Agrasha Realty Pvt. Ltd. (now known as Susan Mall & Realty Pvt.Ltd.) is a HT Commercial category Consumer (No. 030949025840) from 02.09.2014 with Sanctioned Load (SL) of 600 KW and Contract Demand (CD) of 250 kVA at Sharli House, Shastri Nagar, Old Mumbai Pune National Highway, and Khopoli. The Respondent installed Meter No. 055-X1096042 at that time.
- (ii) There was restriction imposed by the Government of Maharashtra due to Covid-19 pandemic from 22.03.2020, the Mall was closed, and limited business was permitted from March 2020 till November 2021.
- (iii) In the circumstances, the Respondent was entitled only for the demand charges which is Rs.56,719/- per month. The Respondent sent bills showing consumption for March 2020 and onwards for the energy charges, in fact, the actual consumption was zero as the mall was not working. In the bills, the said energy charges were claimed on the average consumption for the previous months. The same was protested and revised bills were demanded which are not done.
- (iv) The Respondent have charged minimum CD charges even when the actual consumption is much more the than the said minimum CD charges. This is in particular for the period prior to March 2020 to September 2020, when first lockdown was imposed, and no normal business was permitted on and from 18.03.2020. Since March 2020, only minimum CD charges were to be paid as the mall was closed. The Respondent also charged energy charges on the average consumption of the previous months.


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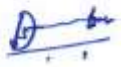


- (v) The Respondent is required to send bills only on the meter readings and in the event of the meter not working, the average consumption for previous 12 months' average. Attention is invited to Rule 6 (2) of the Electricity (Rights of the Consumers) Rules 2020.
- (vi) There was total lockdown from March 2020 onwards hence no business was permitted to be carried out and as such there were no consumption of electricity in normal course. In such circumstances, the consumer is required to pay only the minimum CD charges which was paid. The Respondent instead charged bills for not only for the minimum CD charges but also charges for the average consumption charges on the basis of previous consumption which was paid under protest and refund is claimed.
- (vii) The Appellant first approached the Respondent on 11.09.2020 for refund of excess amount paid under protest but to no avail. This made the Appellant to file a Writ Petition (WP) (St.) No. 12717 of 2021 before the Hon'ble High Court of Bombay on 30.06.2021. The said WP was disposed of by order dated 30.07.2021 and consumer was directed to approach the Grievance Redressal Mechanism.
- (viii) Thereafter, the Appellant approached this office and as per advice of this office, the Appellant filed its grievance with the IGRC on 06.08.2021. The IGRC by its order dated 25.08.2021 has disposed of the grievance by observing that
- “1. The bills prepared and sent to consumer are correct and as per MSEDCL rules and regulations.
2. No revision in the bill.”*
- (ix) Then, the Appellant filed grievance before the Forum on 07.10.2021. The Forum, by its order dated 20.12.2021 has disposed of the grievance and directed the Licensee to recover the disputed bill in 6 equal instalments without any interest, DPC and penalty.


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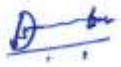
- (x) The Appellant suffered many times for disconnection of its supply without notice when the case was under adjudication with grievance redressal mechanism. Though the supply was reconnected, this is a serious lapse on the part of the Respondent.
- (xi) The Forum failed to understand the issues raised by the Appellant in the hearing which are as follows: -
- (a) Only two pages of tariff order dated 30.03.2020 of the Maharashtra Electricity Regulatory Commission (the Commission) in Case No. 322 of 2019 was produced. The entire copy of the order was not furnished to the Appellant in spite of request.
- (b) The Commission is empowered only for fixing dates at which supply be provided by the Licensee and have no rights to direct the manner and method of levy of charges. (?) Accordingly, the said Order is bad in law to the extent the authorised Licensee to levy tariff for demand charges with actual consumption charges. (?)
- (c) The reliance placed on MSEDCL Circular No. 323 dated 03.04.2020 is unlawful, erroneous, unreasonable, and contrary to rules of equity, fair play, and natural justice. The same is issued for internal procedure and not binding and enforceable against the consumers nor the Licensee can make and rely thereon or charge or recover any amount from consumers on the basis of said Order in Case No. 322 or the said Circular No. 323. The said demand and recovery ought to have been disallowed as prayed for.
- (d) No demand charges be levied on consumers for infrastructure which is already created, and generation capacity is also created for 24x7 supply. The demand charges levied in lockdown period is not accepted. However, the Appellant has already paid Rs.8,53,600/- to the Licensee at the time of load sanction, hence, it is not necessary to pay fixed charges every month which is not accepted.
- (e) The Respondent started billing on KVAH consumption instead of KWH consumption since April 2020 onwards which was during the lockdown


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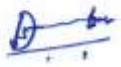
period and that too without any notice / hearing to consumer. This is bad in law and contrary to rules of natural justice, equity, fair play as a result of change of calculation method. The KWH component was reduced but KVAH component were increased during lockdown even when there was no business resulting excess amount payable by the consumer for no fault. This is illegal, unreasonable, unjustified and against the rules of natural justice. This is illegal excessive demand which the Forum ought to have rejected. The Forum failed to refund Rs.3,44,421/- which was claimed by the Appellant.

- (f) The Forum erred in not taking into consideration the unilateral change of calculation from KWH to KVAH by Licensee and erred in accepting the same.
- (xii) The principal arrears which were to be paid in 6 monthly equal instalments as per the Forum's order, however, the Respondent continued to issue bills for the full amounts which are contrary to or inconsistent with the said order. The Appellant has paid Rs.1,50,000/- on 08.02.2022 which is also addressed by a letter to the Executive Engineer of the Respondent.
- (xiii) The Appellant, by another letter dated 28.01.2022 requested the Respondent to give a separate meter for 80 kVA load from the sanctioned load since the part of the premises is given to one Reliance project. No action taken by the Respondent as a result the demand charges calculated on entire sanctioned load would be payable by the consumer.
- (xiv) The Forum has rejected the prayer of the Appellant for reduction / waiver of Rs.8,99,124.05 shown as principal arrears.
- (xv) Even though the Licensee is directed to divide the payment said principal arrears of Rs.8,99,124.5 by six monthly instalments, the Respondent has failed and neglected and omitted to comply with the said direction and added the said entire amounts in the said bill dated 21.02.2022.


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- (xvi) In view of above, the Appellant prays that any payment on account of Rs.8,99,124.5 including Rs.1,50,000/- made on 08.02.2022 be refunded or be adjusted in the future bills.
- (xvii) The Appellant prays that the Respondent be directed as under:-
- a) To refund all the payments amounting to Rs.8,99,124.5 and Rs.3,44,421/- or adjust in future bills that may be issued on and from the month of February 2022 onwards.
 - b) To take a true and correct account of all billing charges in particular for demand charges / interest amount claimed as per bill issued for last 3 years prior to date of complaint levied and collected by the Respondent, and direct to refund to the Appellant all the excess amounts paid or to adjust the same in bills that may be issued to consumer from the month of February 2022.
 - c) To prepare and forward bills for the month of July 2021 only for actual consumption of electricity as per meter reading and adjust all excess amounts paid by the Appellant on and from the month of February 2022.
4. The Respondent filed its reply dated 24.03.2022 which is taken in brief as under: -
- (i) The Appellant, Agrasha Realty Pvt. Ltd. (now known as Susan Mall & Realty Pvt.Ltd.) is Commercial category Consumer (No. 030949025840) from 02.09.2014 with SL of 600 KW and CD of 250 kVA at Sharli House, Shastri Nagar, Old Mumbai Pune National Highway, Khopoli .
 - (ii) The Appellant is having grievance of revision of its bill.
 - (iii) In view of the above, the Appellant applied before IGRC on 06.08.2021 with its grievance to refund all the excess bill amounts paid by it. The IGRC has rightly rejected the grievance vide order dated 25.08.2021 as the Appellant is billed on actual consumption and does not have any merit. Thereafter, the Appellant approached the Forum. The Forum, by its order dated 20.12.2021 has also rightly rejected the case by giving six monthly instalments as a payment facility. The said order is complied and informed to the Appellant.


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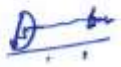


- (iv) It is stated that all the bills are issued as per actual meter reading and the meter of the Appellant is found in working condition, but the Appellant has not maintained the Power Factor (PF) as per the standard prescribed in Commission's Tariff Order in Case No.322 of 2019 dated 30.03.2020. As the premises remained locked during lockdown period due to Government restriction, consumers were unable to maintain their PF near to unity as the capacitors remained in 'On' position, resulting in recording of higher kVAh units. Though Appellant had consumed much less real power (kWh), it was required to pay excess amount due to leading / lagging PF with higher kVAh units.
- (v) It is brought to notice that Testing Division, MSEDCL, Pen visited the installation of the Appellant for "MD Reprogramming Format" on 29.10.2021, the PF on the meter was very less i.e.(-) 0.066. It was necessary to maintain its PF near to unity for avoiding any penalty in the bill.
- (vi) The Respondent's Sub-Division Official inspected the installation of the Appellant on 23.11.2021. It was stated in the Spot Inspection Report that
- "Capacitor Bank of 50 KVAR capacity installed and at the time of visit it was presently not in service."*

This clearly indicates that the Appellant failed to maintain its PF. The Load Test Report dated 23.11.2021 from Testing Division, MSEDCL, Pen stated that the meter is found in order during testing, and modem installed was also found in order.

- (vii) The abstract of billing from Dec-18 to Sep-21 is kept on record.
- (viii) Further, it is stated that Fixed Charges/Demand Charges cannot be waived off as per request of the Appellant because these charges are levied as per clause 2.3.12 of Tariff Order of the Commission dated 30.03.2020 in Case No. 322 of 2019. The relevant portion is reproduced as below:

"Fixed charges are primarily billed against the infrastructure already created and generation capacity already tied up for 24X7 Supply. The fixed charges are recovered against the costs for serving such infrastructure and keeping the generation capacity ready all the times. Therefore, the fixed charges need to be


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levied even in case of shut down, breakdown, faults or even in force majeure situations etc.”

- (ix) The Fixed/demand charges is a part of tariff as per Tariff Order of the Commission. The Respondent is permitted to charge demand charges, Energy charges, wheeling charges together as per Tariff Order of the Commission dated 30.03.2020 in Case No. 322 of 2019. This is software developed programme as per Tariff Order and implemented in jurisdiction of the Respondent from 01.04.2020 for period FY 2020-21 to FY 2024-25.
- (x) Further, the Respondent is empowered to disconnect the supply if the Appellant failed to pay the outstanding dues as per Section 56(1) of the Act. Further, the details of the case regarding Demand Charges and Debit bill adjustment in the bills of months April-20 to Sep-20 are kept on record.
- (xi) The Respondent referred "Point No. 1: Moratorium (Holding) of Demand Charges" of Circular No. 323 dated 03.04.2020 at point no. 2 which is quoted as below:

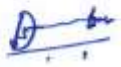
"Special Interim Dispensation in view of epidemic Covid19:

To mitigate to some extent the difficulties being faced by the Electricity consumers of Maharashtra and all out efforts to contain the spread of Corona Pandemic;

Commission issued a practice direction on 26/3/2020 whereby meter reading and physical bill distribution work was suspended and utilities were asked to issue bills on average usage basis till the current crisis gets subsided.

To put a moratorium on payment of fixed charges of the electricity bill by consumers under Industrial and Commercial category for next three billing cycles beginning from the lockdown date of 25/3/2020."

- (xii) Since Lockdown declared from 22.03.2020, Fixed Charges are charged as per the order of the Commission.
- (xiii) As per directions given in the tariff order of the Commission, MSEDCL issued Commercial Circular No. 323 dated 03.04.2020. Demand Charges and Energy


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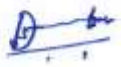


Charges (KVAH) w.e.f. 1st Apr-2020 for HT-II: HT-Commercial is reproduced as below:

Commercial Circular No. 323 dated 03.04.2020		
Revision in Electricity tariff w.e.f. 1st Apr-2020		
HT II:HT-Commercial		
Demand/Fixed Charge and Energy Charge (for all Supply Voltage Levels)		
Consumer Category	Demand Charge (Rs/KVA/Month)	Energy Charge (Rs/kWh)
All units	411	11.47
TOD Tariffs (in addition to above base Tariffs) (Rs. / kVAh)		
2200 hrs - 0600 hrs		-1.50
0600 hrs - 0900 hrs & 1200 to 1800 hrs		0.00
0900 hrs -1200 hrs		0.80
1800 hrs- 2200 hrs		1.10

- (xiv) It is humbly submitted that the bills are prepared as per the directions given by the Commission in its tariff order hence, the Respondent prays that the Representation of the Appellant be rejected.

5. A physical hearing was held on 05.04.2022. The Appellant and the Respondent argued in line with their written submissions. The Appellant stated that it is a mall in Khopoli on the old Mumbai Pune NH4 highway from the year 2014. The mall comprises area of 1 lakh sq. Feet with two cinema theatres, one marriage hall, own supermarket, own textile (cloth) shops. The Appellant argued that there was total lockdown from March 2020 onwards hence no business was permitted and as such there was no consumption of electricity in lock down period except outside lights of the Mall. In such circumstances, the Appellant was required to pay only the minimum CD charges which was paid. The Respondent levied bills for not only for the


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minimum CD charges but also for the average consumption charges on the basis of previous consumption, which was paid under protest and refund is claimed. The Appellant further argued that the Appellant has already paid a huge amount of Rs.8,53,600/- to the Respondent at the time of load sanction, hence, it is not necessary to pay fixed charges every month as maintenance of the electricity is carried out by the Appellant. The Appellant suffered many times for disconnection of its supply without any notice when the case was under adjudication with Grievance Redressal Mechanism. Though the supply was reconnected, this is a serious lapse on the part of the Respondent. The Appellant reiterated that the Officials of the Circle Office did not give him time for a meeting, even though he was waiting outside to meet them. This was insulting treatment and should be avoided. Hence the Appellant prays that outstanding bill be waived of totally.

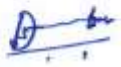
6. The Respondent argued that the Appellant has paid an amount of Rs.8,53,600/- to the Respondent in the year 2014 at the time of load sanction. It includes deposit also. This amount was for the sanction of load, and hence it is not linked to monthly demand charges.

The billing of the HT consumers started on kVAh consumption methodology with effect from 01.04.2020 as per the tariff order dated 30.03.2020 in Case No. 322 of 2019 of the Commission. Though the Appellants had consumed much less real power (kWh), they became liable to pay a huge amount due to leading PF with higher kVAh units recorded on meter.

The Respondent further argued that the Appellant did not reduce its CD when there was no use during the lock down period.

The Commission issued Common Order on 13.11.2020 in Cases of 131, 135, 143, and 144 of 2020 in respect of kVAh billing methodology for the lockdown period. However, the Appellant` consumption was more than 25 % in April & May 2020 as compared to the consumption of March 2020, and hence it was not entitled to get any relief as per the order of the Commission.

The Commission is competent for tariff order in Annual Revenue Requirement as per Act. The Respondent argued that the bills are prepared as per Tariff Orders of the Commission in force and that too Software Developed Programme of Billing at Corporate Level of the Respondent. The Appellant`s request for a different tariff structure is not clear and totally


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unjustified, a fantasy just for argument and hence it is necessary to reject the same. The Appellant has limited information of functioning of the Commission, and he did not understand the basic tariff structure, and hence put up many arguments which have no meaning at all.

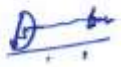
The Appellant was welcomed every time and Consumers are the main factor of the Respondent. In view of the above, the Respondent prays that the Representation of the Appellant be rejected.

Analysis and Ruling

7. Heard the parties and perused the documents on record. The Appellant, Agrasha Realty Pvt. Ltd is HT Commercial consumer from 02.09.2014 with SL of 600 KW and CD of 250 kVA at Sharli House, Shastri Nagar, Old Mumbai Pune National Highway, Khopoli. It is a big mall with a supermarket, a large number of shops, marriage hall and theatre which is now known as 'Susan Mall'.

8. The Appellant contended that there was restriction / lockdown imposed by the Government of Maharashtra for use of Mall and limited business was permitted from March 2020 to November 2021. The lockdown was imposed by Government of Maharashtra on 23.03.2020 onwards due to Covid-19 Pandemic. As the premises remained closed during lockdown period due to Government restrictions, Appellants were unable to maintain their PF near to unity as the capacitors remained in 'On' position, resulting in recording of higher kVAh units. The billing of the HT consumers started on kVAh consumption methodology with effect from 01.04.2020 as per the tariff order dated 30.03.2020 in Case No. 322 of 2019 of the Commission. Though the Appellants had consumed much less real power (kWh), they ended up being required to pay a huge amount due to leading PF with higher kVAh units recorded on meter. Had the Appellant made an initial investment to install Automatic Power Factor Controller (APFC) panel, the subsequent higher bills could have been avoided and the investment cost could have been recovered within a period of about one year.

9. The industrial organizations of Chamber of Marathwada Industries & Agriculture, Khandesh Industrial Development Association, Krishna Valley Chamber of Industries &

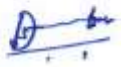

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Ambad Industries and Manufacturers Association have filed Petitions in the Maharashtra Electricity Regulatory Commission (the Commission) for seeking modification in Multi Year Tariff (MYT) Order in Case No. 322 Of 2019 dated 30.03.2020 and to issue appropriate directives with respect to kVAh billing methodology. The Commission issued Common Order on 13.11.2020 in Cases of 131, 135, 143, and 144 of 2020 in respect of kVAh billing methodology for the lockdown period. That, the Hon'ble Commission heard all above petitions and considering the Pandemic and difficulties faced by consumers during Lockdown, allowed following relief in its common order dated 13.11.2020. The relevant portion of paragraph 19 is quoted below:-

“19.....

- a. *This relief is applicable to eligible consumer from all consumer categories to whom PF incentive/penalty mechanism or kVAh billing mechanism is applicable.*
- b. *Consumer is eligible only if its monthly consumption during lockdown period of April or May is lower than or equal to 25% of consumption of March 2020. In case, the actual consumption of March 2020 is not available (due to shutdown/closure), then available actual consumption of immediate precedent month shall be used. Further, in case of billing of consumers based on assessed consumption during lockdown period, then monthly consumption during lockdown period shall be computed based on actual meter reading data as and when was available.*
- c. *Billed PF of eligible consumer for March 2020 or other preceding month whose consumption is used for reference purpose at 'b' above shall be used to arrive at reference PF. Consumer would be eligible for relief only if its Reference PF is equal to or above 0.90 (lead or lag).*
- d. *If actual PF of eligible consumer during lockdown period is lower than Reference PF then, Reference PF shall be used for billing purpose. In case of higher actual PF than Reference PF then billing shall be based on actual PF. Intent of use of 'Reference PF' is only to give relief to the eligible consumers (as mentioned above) for the PF penalty for LT consumers and reduce kVAh billing for HT consumer.*
- e. *In case of LT consumers.....*
- f. *In case of HT consumer, if consumer is eligible for use of 'Reference PF' as per 'd' above, then its monthly kVAh shall be derived by using kWh recorded during lockdown period and 'Reference PF'.*
- g. *This relief is applicable only for the month of April and May 2020. Eligible consumer may get benefit for none or any 1 or all 2 months depending upon whether consumption during that month is lower than threshold limit specified in 'b' above.*


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As monthly consumption is basis of eligibility, no additional certification from consumer of any sort be asked for.

- h. Distribution Licensees may revise electricity bills of eligible consumers based on above principle and credit the refund amount in equal instalments (equal to numbers of months eligible for relief) in upcoming electricity bills of consumers.”*


In view of the above order of the Commission, the billing parameters of the Appellant have been examined and are provided below:

Month	Cons. (KWH)	Cons. (KVAH)	Sanctioned CD	Minimum billing @ 55% of Sanctioned CD	Maximum Demand recorded (KVA)	Power Factor	% KWH wrt March 2020 Consumption	Remarks
Mar-20	5781	6293	250	137.5	55	0.94	nil	
Apr-20	2952	4226	250	137.5	29	0.698	51%	Not qualified
May-20	3002	4456	250	137.5	21	0.643	52%	Not qualified

Note: Standards are prescribed for relief only if the consumption (kWh) for April and May 2020 is less than 25% of the consumption of March 2020.

Hence the Appellant is not entitled for any relief, as percentage of consumption of April and May 2020 was found to be 51% and 52% (which is more than 25 %) compared to March 2020 billing.

10. The Respondent developed a special facility on its web portal for its consumers for Auto reduction/increase of Contract Demand for the period of lockdown. This could be very beneficial to consumers when their CD reduced due to the lockdown. Regarding the grievance of levying minimum CD charges, had the Appellant studied his average CD requirement compared to the sanctioned CD, and had he accordingly visited the web site of the Respondent, and requested to lower CD, his CD charges would have been reduced. However, he failed to do so. All the bills of the Appellant from March 2020 onwards are issued as per the actual reading of the meter on site. The software of the billing is developed as per the directions in the tariff order dated 30.03.2020 in Case No. 322 of 2020 of the Commission, and the same is applicable to all the consumers of the Respondent, hence the question of waiver of fixed charges / wheeling charges, etc does not arise.


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11. The Forum, by its Order dated 20.12.2021 has considered almost all these parameters in detail. However, in order to give some relief to the Appellant, the order of the Forum is modified as follows.

12. The Respondent is directed

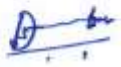
- (a) to revise the bills by waiving Interest and Delayed Payment Charges levied, if any, till the date of this order.
- (b) to grant four equal monthly instalments for paying the above revised bill. If these instalments are paid in time, no interest shall be levied.
- (c) to submit Compliance Report within two months from the date of this order.

13. In this case, it is seen that the Appellant has unfortunately suffered due to lack of knowledge about the importance of maintaining Power Factor at the appropriate level, and the mechanism to do so. Many similar consumers may have also suffered due to these reasons. It is, therefore, recommended that the Respondent should provide consultancy services or advisory services on a paid basis at reasonable charges to guide their main consumers for maintaining Power Factor and the importance of doing so. They should also advise regarding the investment required for installing an Automatic Power Control(APFC) panel with the long term benefit and payback period of this investment. It is not enough to provide this information on the website, as many consumers may not understand these technicalities. Therefore, it will be better to provide a facility of paid visits of consultants for this purpose.

14. The secretariat of this office is directed to refund the amount of Rs.25000/- paid by the Appellant in the ensuing bill.

15. The Representation is disposed of accordingly.

Sd/
(Vandana Krishna)
Electricity Ombudsman (Mumbai)


(Dilip Dumbre)
Secretary
Electricity Ombudsman Mumbai

