



## પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ

ગ્રાહક તકરાર નિવારણ ફોરમ

ઝોનલ કચેરી, "વીજ સેવા સદન", ચાવડી ગેટ, ભાવનગર.

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ક્રમાંક: બીજેડ/ફોરમ/૧૭/૧૯-૨૦/ ૩૨૩૬

તારીખ: 6 AUG 2019

આર. પી. એ. ડી.

પ્રતિ,  
મે. શ્રી રાજબાઈ સ્ટોન ઈન્ડસ્ટ્રીઝ,  
સર્વે નં. ૨૩૪/૨, કેરાલા રોડ,  
સાયલા, તા. સાયલા  
જી. સુરેન્દ્રનગર-૩૬૩ ૪૩૦.

કેસ નં. ૧૭/૧૯-૨૦

**વિષય :** એચ. ટી. કનેક્શનમાં વધારાના બીલ બાબત.

- સંદર્ભ :** (૧) આપનો પત્ર તા. ૦૩.૦૪.૨૦૧૯. અત્રેની કચેરીને મળ્યા તા. ૧૧.૦૪.૨૦૧૯  
(૨) અત્રેની કચેરીનો પત્ર નં. બીજેડ/ફોરમ/૧૭/૧૯-૨૦/૧૫૦૫ તા. ૧૬/૦૪/૨૦૧૯.  
(૩) અત્રેની કચેરીનો પત્ર નં. બીજેડ/ફોરમ/૧૭/૧૯-૨૦/૨૦૨૧ તા. ૦૧/૦૬/૨૦૧૯.  
(૪) અત્રેની કચેરીનો પત્ર નં. બીજેડ/ફોરમ/૧૭/૧૯-૨૦/૨૨૯૯ તા. ૨૦/૦૬/૨૦૧૯.

જાહેરાત

શ્રીમાન,  
આપશ્રીની, ઉપરોક્ત વિષયના સંદર્ભમાં આપના દ્વારા ગ્રાહક ફરિયાદ નિવારણ ફોરમ, ભાવનગર સમક્ષ કરેલ રજુઆતના સંદર્ભમાં આપશ્રીને ફોરમ સમક્ષ તા. ૦૩/૦૭/૨૦૧૯ નાં રોજ સાંભળવામાં આવેલ. જેના સંદર્ભમાં ગ્રાહક ફરિયાદ નિવારણ ફોરમ દ્વારા આપવામાં આવેલ ચુકાદો આ સાથે સામેલ છે.

આપશ્રીની જાણ સારૂ.

(એમ. પી. સોલંકી)

કન્વીનર,

ગ્રાહક ફરિયાદ નિવારણ ફોરમ  
પીજીવીસીએલ., ઝોનલ કચેરી ભાવનગર.

▣ **બિડાણ:-** ઉપર મુજબ.

પ્રતિ: કાર્યપાલક ઈજનેરશ્રી,  
પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ  
વિભાગીય કચેરી, લીબડી.

.....ગુજરાત વિદ્યુત નિયંત્રક આયોગના જાહેરનામા નં. ૨/૨૦૧૧ની કલમ નં. ૨. પર મુજબ સદર હુકમનાં પાલન અંગે થયેલ કાર્યવાહીનો જરૂરી અહેવાલ અત્રેની ફોરમ કચેરીને ફરજીયાત પાઠવવાનો રહેશે.

▣ **નકલ રવાના:-**

શ્રી અધિક્ષક ઈજનેર, પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ, વર્તુળ કચેરી, સુરેન્દ્રનગર.

...આપની જાણ તથા જરૂરી કાર્યવાહી અર્થે.



(ગ્રાહક ફરિયાદ નિવારણ ફોરમ, પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ, ભાવનગર સમક્ષ)

ગ્રાહક ફરિયાદ નિવારણ ફોરમ,  
પ.ગુ.વી.કં.લિમિટેડ, ઝોનલ ઓફિસ,  
"વીજ સેવા સદન", ચાવડી ગેટ,  
ભાવનગર.

કેઈસ નંબર - ૧૭/૧૯-૨૦

વાદી :- મે. શ્રી રાજભાઈ સ્ટોન ઈન્ડસ્ટ્રીઝ

◇ વિરુદ્ધ ◇

પ્રતિવાદી :- પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ

◇ રજુઆતની તારીખ:- ૦૩.૦૭.૨૦૧૯ ◇

હાજર રહયા :- શ્રી વિક્રમભાઈ શાહ - (વાદીનાં અધિકૃત પ્રતિનીધી)

પ્રતિવાદી :- શ્રી એમ. આર. ધામેચા, કાર્યપાલક ઈજનેર, વિભાગીય કચેરી, લીબડી.  
(પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ વતી)

મે. રાજભાઈ સ્ટોન ઈન્ડસ્ટ્રીઝ, મુ.સાયલાંની એચ.ટી. કનેક્શનમાં વધારાના બીલ બાબતની રજુઆત કન્વીનરશ્રી, ગ્રાહક ફરિયાદ નિવારણ ફોરમ, ભાવનગરને મળતાં, ફોરમે તેનાં ફરિયાદ રજીસ્ટરમાં ક્રમાંક : ૧૭/૧૯-૨૦ થી નોંધી તેનાં યોગ્ય નિરાકરણ માટે અધિક્ષક ઈજનેરશ્રી, વર્તુળ કચેરી, સુરેન્દ્રનગરને પત્ર નં.બીએડ/ફોરમ/૧૭/૧૯-૨૦/૧૫૦૫ તા.૧૬.૦૪.૧૯ થી વાદીશ્રીની જાણ હેઠળ મોકલી આપેલ.

આમ છતાં, ફોરમે વાદીશ્રીને તેમની ફરિયાદ બારામાં લેખિત / મૌખિક રજુઆત કરવા તા.૧૧.૦૬.૧૯ ના રોજ ઉપસ્થિત રહેવા જણાવેલ, જેમાં વાદી હાજર રહેલ નથી. ત્યારબાદ બીજી મુદત તા.૦૩.૦૭.૧૯ નાં રોજ ઉપસ્થિત રહેવા જણાવેલ. જેમાં વાદી વતી તેમના અધિકૃત પ્રતિનીધી શ્રી વિક્રમભાઈ શાહ હાજર રહેલ છે તથા પ્રતિવાદી તરફે એમ. આર. ધામેચા, કાર્યપાલક ઈજનેર, વિભાગીય કચેરી, લીબડી ઉપસ્થિત રહેલ.

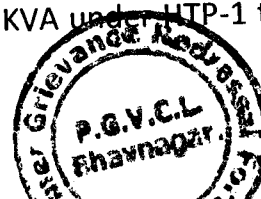
વાદીશ્રીની રજુઆત:- ફોરમને કરેલ લેખિત અરજી મુજબ રજુઆત છે કે...

૧.૧ અમારે શ્રી રાજભાઈ સ્ટોન ઈન્ડસ્ટ્રીઝ નામથી એચ.ટી. કનેક્શન આવેલ છે, જેમાં આવેલ અત્યાર સુધીનું વીજબીલ અમોએ ભરપાઈ કરેલ છે. અચાનક પીજીવીસીએલ કંપની દ્વારા અમારી ફેક્ટરીમાં તપાસણી કરીને અમોને આ વધારાનું બીલ આપવામાં આવેલ છે. જેમાં અમોને વાંધો તકરાર હોય, અમોને ન્યાય મળે તે માટે આ અરજી કરીએ છીએ.

વાદીશ્રીની રજુઆત:- વાદીનાં પ્રતિનીધી દ્વારા તા.૦૩.૦૭.૧૯ ના રોજ ફોરમને તા.૨૪.૦૬.૧૯ ના રોજ કરેલ લેખિત અરજી મુજબ રજુઆત છે કે...

## 1.2 BACKGROUND

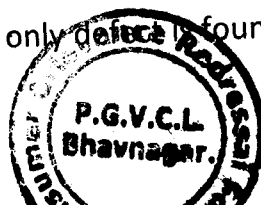
a) We are a HT consumer with PGVCL Limbdi division having connection No.17641 and contract demand of 275 KVA under HTP-1 tariff. The power is used in stone crusher.



- (b) Our connection was checked by respondent checking squad on 12.3.2019 and the squad had concluded that the meter is running 68.87% slow. The meter is than removed from our premises on 13.3.2019 and tested in meter testing laboratory at Dhangdhra and they have observed the meter seal position and tested the meter and Test terminal box and concluded that the slowness is confirmed.
- c) The Executive Engineer PGVCL Limbdi had issued us a supplementary bill amounting to Rs.21,49,431.34 for recovery of 360277 units due to slowness.
- d) The slowness period was considered from 16.1.2018 to 12.3.2018 with slowness of 68.87%.
- e) Against this bill we filed an application in CGRF of PGVCL at Bhavnagar.
- f) This bill is against the provisions of Indian electricity Act 2003 and not in line with GERC supply code regulations 2015 so same should be quashed and if it is decided to issue the supplementary bill than same should be issued in line with the GERC supply code 2015.

**1.3 Reasons for application:** - You are requested to consider following points.

1. We had paid all the regular bills received so far from PGVCL and there is no pending except the supplementary bills issued by PGVCL for alleged slowness.
2. The meter was checked by the local squad and found slow.
3. In the meter checking procedure, the meter is checked by HT checking HT accucheck along with LT accucheck meter to arrive to slowness. In this method, a 5 % is added as T&C losses on LT side reading. The T&C losses are not measured and added as an average loss. When we are considering accuracy check than such addition of 5% will declare any meter practically slow. As per CERC standard any difference in accuracy below 3% is not attracting supplementary bill.  
In fact the LT accucheck is used only when HT accucheck is not available or feasible to use.  
Considering above, the slowness at the time of checking should be recalculated.
4. In the meter testing laboratory it is confirmed that all the seals are intact and the system of metering is okay. The only defect found in the test terminal box. The MRI also collected.



5. As per MRI, the L1 phase is not getting current continuously but at the same time L2 phase is getting current intermittently. In other words the L2 terminal of meter is getting current some time also. As per known logic of meter the meter is getting slower by approximately 33 % when the same is not getting current in one phase. At the same time the meter will show nearly 66 % slowness when two current terminal is not receiving current.

Accordingly, it can very easily concluded that when current is not available in L1 phase alone, the meter will be slower by nearly 33% and when the current is not available.

Simultaneously in both L1 and L2 phase, the slowness will be near to 66 %.

In our case as per MRI the current in L2 phase is opened and restored many times. When the current is available in L2 phase, the slowness will be only 33 %.

The time and units when current is available in L2 phase can be derived easily and the slowness should be applied 33% or 66% what the case may be depending on availability of the current in L2 phase terminal.

6. As per definition 47 of GERC Supply Code 2015,  
*'Meter refers to an equipment used for measuring, indicating and recording electrical, quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVARh etc. including accessories like Current Transformer (CT), Voltage Transformer (VT) / Potential Transformer (PT) / Capacitor Voltage Transformer (CVT) etc. where used in conjunction with such meter;*

As per above TTB is also a part of meter as all accessories which are used in conjunction with metering equipment is covered under definition of meter.

As per report of meter testing laboratory of respondent PGVCL, the failure of current in meter is due to failure of TTB which is a part of the meter as per above cited definition.

Any fault in any part of metering system including TTB should be considered as faulty meter.

7. The remedial measures in such cases are governed by Regulations 6.58 of GERC Supply Code 2015.



*Billing in case of defective/stuck/stopped/burnt meter*

*6.58 In case of defective/stuck/stopped/burnt meter, the consumer shall be billed on the basis of average consumption of the past three billing cycles immediately preceding the date of the meter being found/reported defective. In case sufficient data are not available then average consumption during two/three billing cycles of succeeding period may be considered. These charges shall be leviable for a maximum period of three billing cycles only.*

*Provided that any evidence provided by consumer about conditions of working and/or occupancy of the concerned premises during the said period(s), which might have had a bearing on energy consumption, may be considered by the licensee.*

As per above provision when the meter is found defective than billing on the basis of average consumption of the past three billing cycle immediately preceding the date of checking should be considered for billing if sufficient data is not available than average consumption of succeeding two/ three month average should be considered.

In our case the average of succeeding two/three month data should be considered for billing months when the meter was defective. As per section, the bill should be issued for maximum three billing cycles only.

1.4 Considering above reasons the Hon. Forum is prayed for

- \* Cancel the supplementary bill for Rs.21,49,431.34 as the same is against the GERC supply code provisions.
- \* A revised bill for 3 billing cycles should be issued with the consideration of slowness as per MRI data for current open and restored for L2 phase for 66 % and 33 % slowness as the case may be.

૨. પ્રતિવાદીશ્રીની રજૂઆત:- તેમની રજૂઆત છે કે,

- ૨.૧ મે. રાજબાઈ સ્ટોન ઈન્ડ., સર્વે નં.૨૩૪/૨ કેરાળા રોડ, તા.સાયલા ખાતે ગ્રા.નં.૧૭૬૪૨ થી એચ.ટી. વીજજોડાણ ધરાવે છે.
- ૨.૨ સદર ગ્રાહકનું તા.૧૨.૦૩.૧૯ ના રોજ રૂટીન વીજચેકીંગ દરમ્યાન મીટરના ડીસ્પ્લેમાં R અને Y ફેઝમાં શૂન્ય કરંટ બતાવતાં એમએમબી સીલ ખોલીને વિશેષ તપાસણી કરી બી ઉપર પણ R અને Y ફેઝમાં શૂન્ય કરંટ



બતાવેલ. જ્યારે ટ્રાન્સફોર્મરની એલટી સાઈડમાં મેઈન ફ્યુઝ બોર્ડમાં કરંટ માપતા R ફેઝમાં ૧૩૪ એમ્પીયર તથા Y ફેઝમાં ૧૩૮ એમ્પીયર અને બી ફેઝમાં ૧૪૦.૬૦ એમ્પીયર બતાવેલ.

૨.૩ વિશેષ તપાસણી અર્થે શૂન્ય કરંટ ટ્રાન્સફોર્મરની એલટી સાઈડમાં એલટી એક્યુચેકથી માપતા એલટી એક્યુચેકમાં ૮.૮૦૩૮૪૨૧૪ રીડીંગ નોંધાયેલ છે. જ્યારે એ જ સમય ગાળામાં એચટી એક્યુચેક મીટરમાં ૨.૮૭૬૮૮૩૬૪ રીડીંગ નોંધાયેલ છે. આમ, સદર મીટર -૬૮.૮૭% સ્લોનેસ રેકોર્ડીંગ કરે છે તેવું પ્રાથમિક તપાસમાં જણાય છે તે બાબતની ચેકીંગ શીટ નં.બીએડ-૨૨૧૫૪ તા.૧૨.૦૩.૧૯ થી ભરવામાં આવેલ.

૨.૪ તે બાબતે તા.૧૩.૦૩.૧૯ ના રોજ સદર સ્થળ પર વધુ તપાસણી માટે સ્થળ પર ગ્રાહકની હાજરીમાં એચ.ટી. ટીવીએમ મીટર મેક્સ સિક્યોર સીરીયલ નં.PG5A 5591 મીટરના ટીટીબી સાથેના વાયરીંગ સહીત બદલાવીને બોક્સમાં સીલપેક કરીને કબજે લેવામાં આવેલ તેમજ સીટીપીટી યુનિટ આ સાથે કબજે લેવામાં આવેલ. સ્થળ પર એમ.આર.આઈ. રીપોર્ટ પણ લેવામાં આવેલ.

૨.૫ ત્યારબાદ સદર ગ્રાહકનું મીટર તથા સીટીપીટી યુનિટ વધુ તપાસણી અર્થે તા.૧૫.૦૩.૧૯ ના રોજ ધ્રાંગધ્રા વિભાગીય કચેરીની મીટર ટેસ્ટીંગ લેબોરેટરીમાં ખોલવામાં આવેલ. જે દિવસે ગ્રાહકની હાજરીમાં મીટર તથા સીટીપીટી ની ચકાસણી કર્યાનો અહેવાલ આ સાથે સામેલ છે.

૨.૬ મીટર ટેસ્ટીંગ લેબોરેટરી, ધ્રાંગધ્રાના અહેવાલ મુજબ સદર ગ્રાહકને અત્રેની વિભાગીય કચેરી દ્વારા એલબીડી/ડીઓ/રેવ/એચટી/૧૬૧૮ તા.૨૫.૦૩.૧૯ થી આરપીએડી દ્વારા ગ્રાહકને સ્લોનેસનું વીજબીલ મોકલવામાં આવેલ. જે બીલમાં સ્લોનેસના ૩,૬૦,૨૭૭ યુનિટનું રૂ.૨૧,૪૮,૪૨૧.૩૪ નું વીજબીલ આપવામાં આવેલ છે, જે તેઓએ ભરવાપાત્ર થાય છે. પરંતુ આજદીન સુધી ભરપાઈ કરવામાં આવેલ નથી.

**2.7 - તિવાદીની રજૂઆત:- વાદીશ્રીની તા.૨૪.૦૬.૧૯ ની રજૂઆત અન્વયે પ્રતિવાદીની રજૂઆત છે કે.**

➤ **Background:** - From (A to E) it is a historical background and for point (F) it is denied.

➤ **Reason for Application:** -

1. No dispute.

2. No dispute.

3. Not at all agreeable, it is not so that LT accucheck is to be utilized for testing of HT connection only in the absence of HT accucheck meter. Further, it is advisable to check HT connection by LT accucheck meter as in case of checking by LT accucheck of HT connection, source of received current & voltage in LT accucheck & HT meter is from different location & logic of adding 5 % T/c. loss is not all convincing.

➤ **4 & 5:** - From the MRI data precise duration is derived that when meter was recording 33 % slowness & when meter was recording 66 % slowness & accordingly supplementary bill is issued which is evident as per calculation sheet.



- 6 & 7: - Said clause refers only when sufficient data regarding Energy consumption is not available, but it is not the case here as MRI data are very clear-cut & decisive.

**2.8 Respondent submitted further submission :**

As per MRI data L1 CT is found open since 02.12.2017, 14:11:27 with KWH reading 33.0 KWH and was not restored at all with final KWH reading of 48778.

As per MRI data L2 CT was found open from 31.01.2018, 1:22 with reading 10518 to 02.02.2018, 10:12 with KWH reading 10751 intermittently 3 times and from 13.02.2018 , 18:55 L2 CT was found open with KWH reading 13530 and was not restored at all with final reading KWh 48778.0

During Laboratory Panchnama of meter parts of said connection on date 15.03.2019, in observation of TTB it was confirmed that L1 CT and L2 CT were open.

As per directive of Hon. C.G.R.F revised supplementary bill based on KWH reading of snapshot of L1 & L2 CT open event is calculated as per sheet attached here with. And due to this revision revised supplementary bill for slowness is also attached herewith.

CALCULATION OF SLOWNESS RECOVERY FOR HT CONNECTION - Rajbai Stone Ind. CONSUMER No-17642, 275 KVA .Sayla - ( PERIOD -02.12.2017 to 13.03.2019 )							
Sr No	Event Type	Occurrence Date & Time	Occurance start Reading	Restoration Date & Time	Occurance end reading	Duration/Status (yy ddd hh:mm)	Occurance end-start reading diff .
1	Current terminal open - start on L1	2.12.17,14:11	33	not restored	48778		
2	Current terminal open - start on L2	31.01.2018 ,01:22	10518	31.01.2018,09:38	10551	0000008:15	33
3	Current terminal open - start on L2	31.01.2018,22:46	10647	01.02.2018,10:51	10671	12:04	24
4	Current terminal open - start on L2	02.02.2018,06:44	10730	02.02.2018,10:12	10751	3.28	21
						<b>Total</b>	<b>78</b>
5	Current terminal open - start on L2	13.02.2018,18:55	13530	not restored	48778		



1. From reading 33 to 13530 i.e for 13497 units due to L1 CT open meter was recording 33.33% slow i.e meter had recorded only 66.66%. Hence meter should record  $13497 * 100 / 66.66 = 20247.52$  . But instead meter has recorded 13497 units . i.e meter has recorded  $20247.52 - 13497 = 6750$  units less. So supplementary units to be served for this slowness is  $6750 * 3 MF = 20250$  units.
2. For row serial number 2,3,4 due to interment L2 CT open for 78 units as shown above meter was 33.33% slow. i.e meter had recorded only 66.66%. Hence meter should record  $78 * 100 / 66.66 = 117$  . But instead meter has recorded 78 units . i.e meter has recorded  $117 - 78 = 39$  units less. So supplementary units to be served for this slowness is  $39 * 3 MF = 117$  units.
3. From reading 13530 to 48778 i.e for 35248 units due to both L1 & L2 CT open meter is 68.87% (as per accucheck result ) slow. i.e meter had recorded only 31.13%. Hence meter should record  $35248 * 100 / 31.13 = 113228$  units. But instead meter has recorded 35248 units . i.e meter has recorded  $113228 - 35248 = 77980$  units less. So supplementary units to be served for this slowness is  $77980 * 3 MF = 233940$  units.
4. i.e summing 1 to 3 meter has recorded  $20250 + 117 + 233940 = 254307$  units less for which supplementary recovery is necessary.

### Demand Charge Calculation

A	B	C	D	E	F	G	H
BILL Month/Year	Cont. Demand	85% Cont. Demand	Actual Max Demand	E=Billing Demand	Slowness %	$G=(79*100) / 31.13$	Diff =(G-E)
Feb-19	275	234	79	234	68.87	253.77	19.77
Jan-19	275	234	76	234	68.87	244.14	10.14
Dec-18	275	234	76	234	68.87	244.14	10.14
Nov-18	275	234	82	234	68.87	263.41	29.41
Oct-18	275	234	71	234	68.87	228.08	0.00
Sep-18	275	234	77	234	68.87	247.35	13.35
Aug-18	275	234	75	234	68.87	240.93	6.93
Jul-18	275	234	73	234	68.87	234.50	0.50
Jun-18	275	234	74	234	68.87	237.71	3.71
May-18	275	234	76	234	68.87	244.14	10.14
Apr-18	275	234	62	234	68.87	199.16	0.00
Mar-18	275	234	64	234	68.87	205.59	0.00
							104.09
							150.00
							<b>Total Demand Charge</b>
							<b>15613.50</b>

**Note:** From dt.13.02.2018 meter was 68.87 % slow. So from mar-2018 MD recorded in the meter was also 68.87 less. As per taking clause no 14.4 being demand should be highest of the following :

1. Actual max demand also billed during the month.
2. 85 % of the contracted load.
3. One hundred KVA.

From mar-2018 to feb-2019 accordingly billing demand was taken 234, But now considering 68.87% slowness for above period monthwise actual max demand comes as column G of above table. So supplimently demand charge is to be taken as per column H = column G - column E. which is as above.





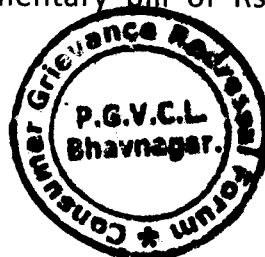
**FORUM'S FINDINGS:**

Forum heard Plaintiff, M/s Rajbai Stone Industries and Respondent, Executive Engineer, PGVCL, Limbdi, and on the basis of representation from both party and the documents given, Forum has arrived on findings as bellow:

- 3.1 Plaintiff, M/s Rajbai Stone Industries is having HT industrial connection bearing consumer no.17642 of 275 KVA under HTP-1 tariff at Village: Sayla, Taluka: Sayla. Respondent has issued supplementary of Rs. 21,49,421.34 on 25.3.2019 for slowness of meter installed at HT installation of plaintiff. Plaintiff, being aggrieved with the supplementary bill, represented the forum.
- 3.2 Respondent checked plaintiff's HT connection vide check sheet no. 22154 dtd. 12.3.19. During checking, plaintiff's meter was found slow by 68.87 %. Ampere load of R phase CT (Lr A) and Y phase CT (Ly A) were found zero in meter display parameters, while ampere of B phase CT (Lb A) 3.24, and load was found 18.48 KW in meter display parameters. Respondent checked the accuracy of plaintiff's meter wherein meter was found 68.87 % slow. Respondent down loaded MRI on 12.03.2019.
- 3.3 Respondent replaced metering system including meter, CTPT and cable of the plaintiff's HT installation on 13.3.2019. The meter, cable and CTPT were inspected and checked in Meter Testing Lab in presence of plaintiff. As per 'Lab. Inspection Report', Rct and Yct continuity were found opened (missing) in 'Test Terminal Block' of the meter.
- 3.4 Respondent has submitted MRI report including 'Event Report'. As per MRI report, R phase CT (L1) was missing (opened) from 2.12.2017 to date (12.03.2019) of MRI down loaded ('Yet not restored'). Y phase CT (L2) was missing (opened) and restored intermittently from 31.01.2018 to 02.02.2018; and Y phase was missing from 13.02.2018 to date (12.03.2019) of MRI down loaded ('Yet not restored').

Analyzing and concluding aforesaid observation, as per 'MRI event data', Plaintiff's meter was not getting R-phase (L1) CT from 2.12.2017 to 12.03.2019 (date of MRI down load) and Y-phase CT (L2) intermittently from 31.01.2018 to 2.02.2018, and meter was not getting R-phase (L1) CT and Y-phase (L2) CT simultaneously from 13.02.2018 to 12.03.2019 (date of MRI down load).


- 3.5 Respondent represented to forum that considering the MRI data and it's recorded event and meter slowness, supplementary bill of Rs 21,49,421.34 was issued to plaintiff for slowness of meter.



- 3.6 Plaintiff has raised the point as per Para 1.3(5) that when current is not available in L1 phase only, the meter will be slower by 33 % and when the current is not available simultaneously in both L1 and L2 phase, the slowness will be near to 66 %.
- 3.7 Respondent was asked to resubmit the detailed calculation sheet on the base MRI event data. Respondent submitted revised calculation sheet for 'energy charge' as well as 'demand charge' as per Para 2.8. In the revised calculation sheet respondent has considered (1) 33.33 % slowness of meter for the period of R phase CT missing only, (2) 66.66 % slowness for the period of both R phase (intermittently) and Y phase CT missing simultaneously (3) and 68.87 % slowness of meter as per accu-check meter result for R and Y phase CT missing simultaneously for the period shown in Para 3.4. As per revised statement, the amount of supplementary bill for slowness of meter comes out as Rs 15,33,469.14.
- 3.8 The point raised by plaintiff as per Para 1.3(3) that meter was checked by LT accucheck meter along with HT accucheck meter is not appropriate from the technical point of view. Because, in such case of slowness, if accuracy of meter in question is required to check with accu-check meter, it needs to check on LT side. And hence transformer losses are required to consider.
- 3.9 Plaintiff has evoked the cl. 6.58 of GERC Supply Code 2015 contending the period of supplementary bill. But, in such typical and rare case wherein meter is found slow due to defect in 'Test Terminal Block' resulting current missing and in turn slowness, and specifically, MRI data with detailed 'event report' is available showing all events and parameters, the amount of supplementary bill as per Para 3.7 is in order.
- 4.0 Considering foregone conclusions and evidences produced before forum, it is ordered that Respondent shall cancel the supplementary bill of Rs 21,49,421.34 issued on 25.3.19 and revise the supplementary bill considering calculation sheet as per Para 2.8 and 3.7, and issue revise bill of Rs 15,33,469.14 to Plaintiff, which is liable to pay.

**: ORDER :**

- On the base of written, oral representations and documents from both party and Forum's observations and findings, order is as per Para 4.0.
- If Plaintiff has any grievance against this judgement, then Plaintiff can represent to The Ombudsman Office, Block No. 3, Polytechnic Compound, Ambavadi, Ahmedabad in 30 days after this judgement.



( B.J. Dave )

Independent Member

Absent

( P. N. Ajakiya )

Technical Member



( M.R. Vajaria )

Chairman, C.G.R.F,  
P.G.V.C.L., Bhavnagar.

Date : 30.07.2019.

