



પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ

ગ્રાહક તકરાર નિવારણ ફોરમ

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

CIN : U40102GJ2003SGC042908

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ક્રમાંક: બીઝેડ/ફોરમ/૦૬/૨૦-૨૧/

4195

તારીખ: 17 DEC 2020

આર.પી.એ.ડી.

પ્રતિ,

મે. અગરવાલ મેટકાસ્ટ પ્રા. લી.,

યુ. બી. અગ્રવાલ હાઉસ,

૨૨૮૧-૨૨૮૨, એ-૧ હિલડ્રાઈવ,

ભાવનગર-૩૬૪૦૦૨.

મો. નં. ૦૨૭૮-૩૦૦૫૯૮૦/૩૦૦૫૯૮૧

કેસ નં. ૦૬/૨૦-૨૧

વિષય : એચ. ટી. કનેક્શન નં-૨૪૧૨૩ નું આપેલ એચ ટી પી-૧ ટેરીફ મુજબ ના બિલ બાબત.

સંદર્ભ : (૧) આપનો પત્ર તા. ૮/૬/૨૦૨૦ જે અત્રેની કચેરી ને મળ્યા તા. ૧૧/૬/૨૦૨૦.

(૨) અત્રેની કચેરીનો પત્ર નં. બીઝેડ/ફોરમ/૦૬/૨૦-૨૧/૨૦૦૧ તા. ૧૨/૬/૨૦૨૦.

(૩) અત્રેની કચેરીનો પત્ર નં. બીઝેડ/ફોરમ/૦૬/૨૦-૨૧/૩૪૯૧ તા. ૮/૧૦/૨૦૨૦.

(૪) અત્રેની કચેરીનો પત્ર નં. બીઝેડ/ફોરમ/૦૬/૨૦-૨૧/૩૭૬૨ તા. ૨૮/૧૦/૨૦૨૦.

જાહેરાત

શ્રીમાન,

આપશ્રીની, ઉપરોક્ત વિષયના સંદર્ભમાં આપના દ્વારા ગ્રાહક ફરિયાદ નિવારણ ફોરમ, ભાવનગર સમક્ષ કરેલ રજુઆતના સંદર્ભમાં આપશ્રીને ફોરમ સમક્ષ તા. ૧૦/૧૧/૨૦૨૦ નાં રોજ સાંભળવામાં આવેલ. જેના સંદર્ભમાં ગ્રાહક ફરિયાદ નિવારણ ફોરમ દ્વારા આપવામાં આવેલ ચુકાદો આ સાથે સામેલ છે.

આપશ્રીની જાણ સારૂ.

(Signature)

કન્વીનર,

ગ્રાહક ફરિયાદ નિવારણ ફોરમ

પીજીવીસીએલ., ઝોનલ કચેરી ભાવનગર.

(Signature)

બિડાણ:- ઉપર મુજબ.

પ્રતિ: કાર્યપાલક ઈજનેરશ્રી,

પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ

ગ્રામ્ય વિભાગીય કચેરી, ભાવનગર.

..... ગુજરાત વિદ્યુત નિયંત્રક આયોગના જાહેરનામા નં. ૨/૨૦૧૯ ની કલમ નં. ૨.૫૪ મુજબ સદર હુકમનાં પાલન અંગે થયેલ કાર્યવાહીનો જરૂરી અહેવાલ અત્રેની ફોરમ કચેરીને ફરજીયાત પાઠવવાનો રહેશે.

નકલ રવાના:-

૧) શ્રી અધિક્ષક ઈજનેર, પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ, ઝોનલ કચેરી, ભાવનગર.

... આપની જાણ તથા જરૂરી કાર્યવાહી અર્થે.



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

ફોરમ,
૧.૨૫.૨૦૨૦ એનલ ઓફિસ,
"વીજ કંપની નેટ",
ભાવનગર.

કેઈસ નંબર - ૦૬/૨૦-૨૧

વાદી :- મે. અગરવાલ મેટકાસ્ટ પ્રા.લી,

◇ વિરુદ્ધ ◇

પ્રતિવાદી :- પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ

◇ રજુઆતની તારીખ:- ૧૦/૧૧/૨૦૨૦ ◇

હાજર રહ્યા :- શ્રી વી. એલ. શાહ - (વાદી ના અધિકૃત પ્રતિનિધિ)

પ્રતિવાદી :- શ્રી પી.સી. પંચાલ - કાર્યપાલક ઈજનેર - ગ્રામ્ય વી. કચેરી -ભાવનગર.

(પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ વતી)

મે.અગરવાલ મેટકાસ્ટ પ્રા.લી., મું.ભાવનગરની એચ.ટી.કનેક્શન નં-૨૪૧૨૩ નું આપેલ એચટીપી-૧ ટેરીફ મુજબ ના બિલ બાબત ની રજુઆત કન્વીનરશ્રી, ગ્રાહક ફરિયાદ નિવારણ ફોરમ, ભાવનગરને મળતાં, ફોરમે તેનાં ફરિયાદ રજીસ્ટરમાં ક્રમાંક : ૦૬/૨૦-૨૧ થી નોંધી તેનાં યોગ્ય નિરાકરણ માટે અધિક્ષક ઈજનેરશ્રી, વર્તુળ કચેરી, ભાવનગર ને પત્ર નં. બીએડ/ફોરમ/૦૬/૨૦-૨૧/૨૦૦૧ તા.૧૨/૬/૨૦૨૦ થી વાદીશ્રીની જાણ હેઠળ મોકલી આપેલ.

આમ છતાં, ફોરમે વાદીશ્રીને તેમની ફરિયાદ બારામાં લેખિત / મૌખિક રજુઆત કરવા તા.૨૦/૧૦/૨૦૨૦ તથા તા.૧૦/૧૧/૨૦૨૦ નાં રોજ ઉપસ્થિત રહેવા જણાવેલ. જેમાં વાદી મે.અગરવાલ મેટકાસ્ટ પ્રા.લી.વતી શ્રી વી. એલ. શાહ (વાદી ના અધિકૃત પ્રતિનિધિ) હાજર રહેલ તથા પ્રતિવાદી તરફે શ્રી પી.સી. પંચાલ - કાર્યપાલક ઈજનેર ઉપસ્થિત રહેલ.

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

Representation-1 dtd.08.06.2020 :

We are a Company registered under Company's act-1956 and engaged in manufacturing of steel and related products and having our subject plant situated at Plot No.107 P and others, Village: Ghanghali, Tal. Sihor, Dist. Bhavnagar.

We are HT Consumer with PGVCL (Rural) Division, Bhavnagar having connection No.24123 and contract demand of 4000 KVA under HTP IV tariff.



We had asked for load extension in December-2017 and same was released in the month of April-2018. After releasing of connection the bill for the month of May-2018 was issued to us under HTP 1 tariff for the unexplained reasons. We had complained to the respondent regarding the wrong billing but no reply is received from them.

Ultimately the matter was taken by the sihor steel rerolling mills Association and they had personally represented the case to the Principal Secretary, E&P Department, Government of Gujarat with a copy to the Managing Director and Chief Engineer (Tech), PGVCL, Corporate Office, Rajkot(Annexure-3). Though it is verbally informed that matter is moving for correction of bill but no reply is received by us.

We had referred matter to the Chief Engineer, PGVCL, Bhavnagar in March-2019 (Annexure-4). The application received same destiny and no reply is received. One more effort of justice is made by appealing to the Chief Engineer (Tech) at PGVCL, Corporate Office, Rajkot (Annexure-5). The letter is also not acknowledged. Now we had submitted all the papers and details to the Superintending Engineer, PGVCL, Bhavnagar on dtd.20.02.2020 (Annexure-6) and we are still waiting for the reply.

Ultimately, we are left with no option except to file the application CGRF of PGVCL at Bhavnagar.

Fact of the Matter

- 1) Our connection was released in June-2017 under HTP IV tariff. For the reason best known to respondent, the tariff in the bill was changed to HTP I tariff without any application submission by us.
- 2) We had applied for the load extension in December-2017. The same was released on 17.04.2018. In fact we had submitted the Test Report on 08.04.2018. As CTPT unit was not available with Bhavnagar Circle, the same was asked from other Circle of PGVCL. The first one was received from Bhuj. The same was failed in testing. So 2 more CTPT now asked from Rajkot of which one CTPT ultimately passed in the Hi tech Laboratory of Bhavnagar. All this process resulted in releasing of our load extension after more than a week time.



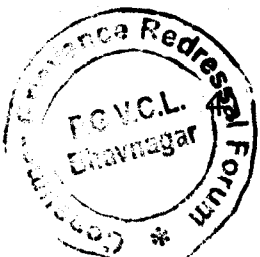
3) Bill for the Month of May-2018 was issued in **3 Parts. A) Bill** for the period from starting of billing cycle 00.00 hours of **16th April 2020** to the time of release of load extension with original load **b) from the time** of load extension to end of billing cycle 24.00 Hours of **15th May 2020** and c) bill for actual payment.

Notes for tariff HTP IV for year 2018-19 with all conditions is reproduced bellow for your ready reference please.

Note :

1. 15% of the contracted demand can be availed beyond the night hours prescribed as per Para 16 above.
2. 10% of total units consumed during the billing period can be availed beyond the night hours prescribed as per Para 16 above.
3. In case the consumer failed to observe condition No.1 above during any of the billing month, then demand charge during the relevant billing month shall be billed as per HTP-I Category demand charge rates given in Para 14.1 of this schedule.
4. In case the consumer failed to observe condition No.2 above during any of the billing month, then entire energy consumption during the relevant billing month shall be billed as per HTP-I category energy charge rates given in Para 14.2 of this schedule.
5. In case the consumer failed to observe condition No.1 and 2 both during any of the billing month, then demand charge and entire energy consumption during the relevant billing month shall be billed as per HTP-I category demand charge and energy charge rates given in Para 14.1 and 14.2 respectively, of this schedule.
6. This tariff shall be applicable if the consumer so opts to be charged in place of HTP-I tariff by using electricity exclusively during night hours as above.
7. This option can be exercised to shift from HTP-I tariff category to HTP-IV tariff or from HTP-IV tariff category to HTP-I tariff four times in a calendar year by giving not less than 15 days advance notice in writing before commencement of billing period.

The Part (a) of the bill before the load extension with contract demand of 125 KVA the demand recorded was shown as 2218 KVA. There are 2



...5...

Reading's for unit consumption shown in the bill 21775 units and old meter reading 871 units. The demand is billed as per HTP-I tariff, the demand charges are shown as 25,01,477.42 which is not explainable by anyone. Verbally we are told that, it is a printing mistake and just ignore it.

The unit consumed is considered as 871 and the rate is charged as per HTP-I tariff. All other figures in the bill are irrelevant and surely cannot be explained by the respondent.

- 5) Part (b) of the bill is issued for the remaining days of the month after load extension. The contract demand is shown as 4000 KVA and recorded demand is shown as 4168 KVA. The unit consumed is shown as per earlier bill but in detailed calculation it is mentioned as 669246 units. The demand charge is shown as 1968409.36 plus 135348.38 and total demand charge is shown as Rs. 21,03,757.75.

The energy charges for 669246 units considered as per HTP-I tariff.

- 6) The part (c) of bill payable is again not explainable but the current months bill is shown as Rs.61,65,494.60 and after adjustment we had paid Rs.60,57,697.00 under protest.(Annexure-7)
- 7) We had tried to understand the bill by reverse engineering process as almost all printed figures are non-explainable. For calculation purpose, we assumed some figures are true.

- (i) In part (b) after load extension, the demand recorded is shown as 4168 KVA. The demand charge for full month under HTP-I tariff will be,

$$500 \times 150/\text{KVA} = 75000$$

$$500 \times 260/\text{KVA} = 143000$$

$$3000 \times 475/\text{KVA} = 1425000$$

$$168 \times 555/\text{KVA} = 93240$$

$$\text{Total} = 1736240 \text{ for full month}$$

The amount shown is Rs.19,68,409.36 is not explainable as load extension was released on 17.04.2018. The same should be counted for 30 days in place of 31 days. **So, demanded charge after load**

extension is wrongly calculated. Also no violation of demand is registered after load extension which was released under HTP-IV



tariff. **So, the demand charge should be calculated as per HTP - IV tariff only.**

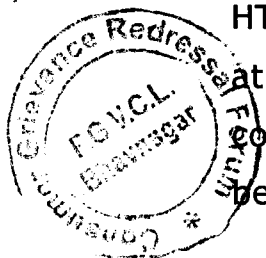
- (ii) In part (b) the total units consumed is 669246 and night consumption is 644284 units concludes that day unit consumption is 24962 which is quite less than 10% of unit of total consumption so as per condition 2 above, unit consumption in day time is not violated. In other word, **the unit should be charged at HTP-IV tariff and Not as per HTP-I tariff after load extension.**
- (iii) In part (a) before load extension demand recorded is shown as 2218 KVA and units recorded is shown as 871 which is technically impossible and do not required further debate among electrical engineers. So, the whole calculation is illegal, arbitrary and against tariff order. It is verbally claimed that the demand and unit condition of HTP-IV before load extension is violated and due to that violation the whole bill before and after the load extension is calculated as per tariff HTP-I. In fact no official MRI data of such violation is provided.
- (iv) The bill is never explained by the respondent and in fact the printed bill and data is seems to be totally irrelevant until explained by the respondent.

Prayer :

- (a) The bill for the month of May-2018 should be revised by applying tariff HTP-IV in place of tariff HTP-I.
- (b) The difference of payment should be credited to our account with interest.
- (c) Any other relief Hon. CGRF deemed fit should be granted for Aggarwal Met cast Private Limited.

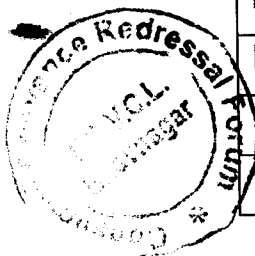
Representation No.2 dtd.01.09.2020 :

- (a) In point No.1 of the reply, it is said that as a consumer of HTP-IV tariff we had violated the condition of the tariff so further bills were showing HTP -I tariff. So according to the respondent we are under HTP-I tariff at the time of load extension. In point No.7 (IV) of the reply, it is confessed that the data printed in the bill is irrelevant and should not be considered for the purpose of billing.



- (b) The whole issue is created only due to bad quality of CTPT to be provided for metering purpose in our connection. If the CTPT was found ok in testing the load extension would have been released before the billing date and saved us from all this running from pillar to pillar for justice since last two years.
- (c) We agree that bill was issued in 3 parts but totally disagree with the statement that bill is correct. The MRI data is not provided to us for verification of the figures.
- (d) The bill is provided in 3 parts. The first part before load extension, second part after load extension and 3rd part is sum of first two parts which is to be actually paid.
- 1) In part 1 the CD was 125 KVA and actual demand recorded as stated by respondent was 88.72 KVA and unit consumed is 871 units billed as HTP-I tariff. The bill should be issued for 1 day as the load extension is released on 17th May 2018.
 - 2) In part 2 the CD was 4000 KVA and actual demand recorded was 4168. It is said that the unit consumed was 668375 units. The load extension was asked under HTP-IV tariff and as per data demand or unit restriction were not violated from the date of release of load extension till the billing date.
 - 3) The calculated bill for both parts mentioned above should be summed up and to be paid by the consumer.
- (e) Part 1 calculation is

Demand Charges	Demand in KVA	Rate per KVA	Amount
For 500 KVA	89	150	13350.00
Total Demand Charges			13350
Energy Charges	KWH	Rate	Amount
Units during the month	871	4.20	3658.20
Night unit's rebate	159	0.40	-63.60
Total EC			3594.60
Fuel Charges	871	1.63	1409.73
PF Rebate	3594.6	-2.25%	-80.88
EHV Rebate			00.00
TOU	359	0.45	161.55



Total Consumption Charges			18435.00
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Part 2 Calculation is,

Demand Charges	Demand in KVA	Rate per KVA	Amount
1 st 500 KVA	500	50	25000.00
2 nd 500 KVA	500	87	43500.00
Next	3000	158	474000.00
Excess DMD	168	185	31080.00
Total Demand Charges			573580.00
Energy Charges	KWH	Rate	Amount
Units during the month	668375	2.25	1503843.75
Night unit's Rebate			
Total EC	668375		1503843.75
Fuel Charges	668375	1.63	1089451.25
PF Rebate	1503843.75	-1.95%	-29324.95
EHV Rebate			0.00
TOU			0.00
Total Consumption Charges			3137550.05

The total bill in Rs. For the month of May-2018

= 31080.00 + 3137550.05

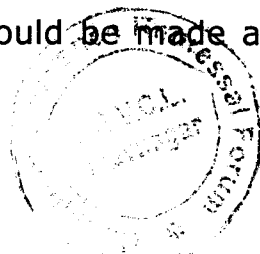
= **3168630.05**

- (f) The arguments made in point No.7 (i),(ii) and (iii) are baseless and not according to tariff. When load extension is granted as per clause 4.84 (2) of GERC supply code 2015,

If supply of enhance load is feasible, the consumer shall

- (1) Pay additional security deposit.....
- (2) Execute a supplementary agreement for additional load.

It is said that as per logic billing units had violated mandatory condition of HTP-IV. The bill should be made as per tariff approved by GERC and not as per logic.



On one side it is said that there is no provision for calculation of bill on prorata consumption and on other hand the respondent himself issued two bills for same month.

In point No.7 (iii) of the above referred reply it is said that the system has considered 45 days demand charges. The bill should be made as per tariff and not as per system configuration set by the distribution licensee. If software of billing is faulty, the consumer should not be punished for that.

In point No.7 (iv) of the reply, the respondent confess that the data printed in the bill is irrelevant and at the same time they are relying on system configuration which is absurd.

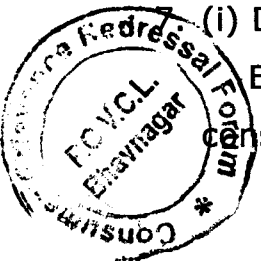
Considering all above points, Hon. CGRF is requested to direct the respondent to revise the bill as per tariff and refund the difference amount with interest till date of refund.

प्रतिवादीश्रीनी रजुआत:- तेंमनी रजुआत छे के.

1. The said HT Connection was released on dtd.14.06.2017, for C.D-125 KVA under HTP-4 tariff category. Please verify the bill for the month of June-2017, bill is having HTP-4 tariff. Then onwards consumer has violated conditions of HTP-4 tariff. Hence, further bills were showing HTP-1 tariff.
2. HT Load Extension from 125 KVA to 4000 KVA was released on dtd.17.04.2018 as per availability of CTPT units.
3. Bill for the month of May-2018 was issued in 3 Parts. Which is correct and in order.
4. Part-A of bill - Old consumption of 871 units difference of (15931-15495.5 = 435.5 x 2 (MF) = 871 units and rate is charged as per HTP-1 tariff due to violation of HTP-4 tariff consumers.
5. Part-B of bill - New consumption of (29298.5 - 15931) = 13367.5 x 50 (MF) = 668375.
6. Part - C total Bill of 871 + 668375 = 669246 units, amount payable under current month's bill : 5637675.93

(i) Demand Charges Calculation :

Before load extension, actual demand is 88.72 KVA and actual demand considered in bill 2218 KVA. Which is wrongly taken by the billing system?



By correcting the demand to 88.72 KVA, demand charges is to be recovered Rs.525887.42. Detail is as under.

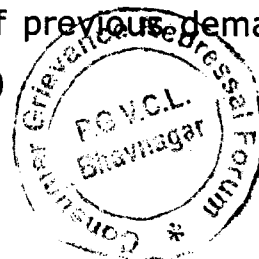
For 1 st 500 KVA	500	150	75000	
Next 500 KVA	500	260	130000	
Above 1000 KVA	3000	475	1425000	
Excess of C.D.	168	555	93240	Days
Total	4168		1723240	31
Demand Charge			2501477.42	45
Demand Charges paid in earlier bill.	A		-533068.06	14
Demand Charges to be payable as per bill.			1968409.36	31
Considering Actual demand before load extension is 88.72 KVA as per Annexure-1 demand charges to be credited was - 7180.65	B		-7180.65	
Recovery of demand charges	(A-B)		525887.42	

(ii) Energy Consumption:

	Before	After	Total
Total Units Consumption	871	668375	669246
Night Unit Consumption	159	644125	644284
Day Consumption in %	81.74 %	3.63 %	

As mentioned above, as per logic, billing units has violated mandatory condition of HTP-IV tariff and also there is no any provision for calculation of bill on pro-rata consumption billed under HTP-I and HTP-IV tariff in same billing month.

(iii) Calculation of demand charges, system has considered 45 days in May-2018 is, correct because load extension was given on 17.04.2018. Hence, system has calculate demand charge on revised contract demand 4000 KVA for 14 days for the month of April-18 and 31 days for May-2018 and credited - 14 days demand charge of previous demand i.e.125 KVA (Correction to be done as per Annexure-1)



- (iv) Irrespective of data printed in bill. Bill for the load extension is prepared in 3 Part, (A) Before load extension (B) After load extension (C) Total Bill Payable.

Our Prayer :

From the above, it is clear that Energy bill prepared for the month of May-2018 is in order as per prevailing tariff provisions. By correcting the actual demand before load extension, recovery of demand charges comes to Rs.525887.42 attached as per Annexure - 1.

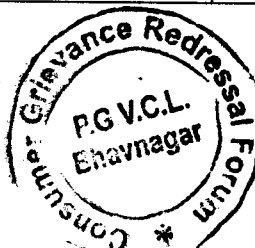


Annexure - 1**Demand Charge Calculation – for crediting**
Billed

Contract Demand	125			
85 % of C.D	106.25			
Actual Demand	2218			
Billing Demand	2218			
	Demand	Rate	Amount	
For 1 st 500 KVA	125	150	18750	
Next 500 KVA		260	0	
Above 1000 KVA		475	0	
Excess of C.D	2093	555	1161615	Days
Total	2218		1180365	31
Demand Charge			-533068.06	14

To be Billed

Contract Demand	125			
85 % of C.D	106.25			
Actual Demand	88.72			
Billing Demand	106.25			
	Demand	Rate	Amount	
For 1 st 500 KVA	106	150	15900	
Next 500 KVA		260	0	
Above 1000 KVA		475	0	
Excess of C.D		555	0	Days
Total	106		15900	31
Demand Charge			-7180.65	14

RECOVERY OF DEMAND CHARGES**525887.42**

Forum's Findings:

- 3.1 Complainer Aggarawal Metcast Pvt. Ltd. is HT consumer of 4000 KVA, Con. No. 24123, under HTP-IV tariff located at Village: Ghanghli, Tal: Sihor, Dist.: Bhavnagar. Complainer is consumer of Respondent PGVCL and is getting power supply from PGVCL.
- 3.2 Complainer had applied for load extension from 125 KVA to 4000 KVA in December 2017. After due formalities and procedures, Respondent released additional load from 125 KVA to 4000 KVA on 17.4.2018.
- 3.3 As aforesaid, Complainer was HT consumer under HTP-IV tariff, having CD of 125 KVA up to 17.4.2018 (till additional load released) and then 4000 KVA. Complainer is being billed under HTP-I / HTP-IV tariff as per GERC tariff schedule.
- 3.4 As per fixed billing schedule, Respondent prepares bill for the period from 00:00 Hrs of 16th to 24:00 Hrs of 15th of every month.
- Owing to load extension on 17.4.2018, Respondent had issued energy bill for the month of MAY 2018 in three parts (1) bill for the period from 00:00 Hrs of 16.4.2018 to 17.4.2018 (till the release of additional load) (2) bill for the period from 17.4.2018 (till the release of additional load) to 24:00 Hrs of 15.5.2018 and (3) bill to be paid (total of part 1 and 2) by Complainer. Respondent had issued bill as per HTP-I tariff for May 2018 and levied 'demand charge' for 45 days for the month of May 2018.
- 3.5 Respondent consumed 'Total units' 871 and 'Night time units' 159, and thus complainer had consumed (871-159) 712 (81.74% of total consumption) units beyond night hours from 00:00 Hrs of 16.4.2018 to 17.4.2018 (till the release of additional load). Actual recorded demand was 88.72 KVA during this period.



Respondent issued the bill (Part-1) under HTP-I tariff showing 'Actual Maximum Demand' 2218 and 'Excess Demand' 2093.

Complainer had consumed 'Total units' 668375 and 'Night time units' 644125, and thus complainer consumed (668375-644125) 24250 (3.63% of total consumption) units beyond night hours during 17.4.2018 to 15.5.2018 (i.e. after load extension from 125 KVA to 4000 KVA)

Respondent issued the bill (Part-2) under tariff HTP-I showing for the consumption of 668375 units and CD 4000 KVA for the period 17.4.2018 to 15.5.2018 (i.e. after load extension from 125 KVA to 4000 KVA).

3.6 Respondent issued bill under tariff HTP-I for May-18 because Complainer had consumed energy (beyond night hours) more than 10% of total units consumed from 16.4.2018 to 17.4.2018 (i.e. before load extension).

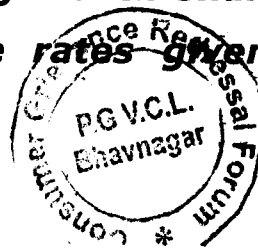
3.7 Complainer has complained that Respondent has wrongly billed under HTP-I tariff for entire month May 2018 and that demand charge has been levied for 45 days.

3.7 As per "Note" of 'Tariff Schedule' for FY 2018-19 for HTP-IV tariff:

1. 15% of the contracted demand can be availed beyond the night hours prescribed as per para 16 above.

2. 10% of total units consumed during the billing period can be availed beyond the night hours prescribed as per para 16 above.

3. In case the consumer failed to observe condition no. 1 above during any of the billing month, then demand charge during the relevant billing month shall be billed as per HTP-I category demand charge rates given in para 14.1 of this schedule.



4. In case the consumer failed to observe condition no. 2 above during any of the billing month, then entire energy consumption during the relevant billing month shall be billed as per HTP-I category energy charge rates given in para 14.2 of this schedule.

5

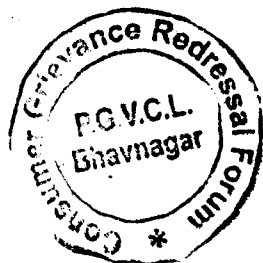
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3.8 Complainer has consumed units beyond night hours more than 10% of total units consumed during period from 00:00 Hrs of 16.4.2018 to 17.4.2018 (release of additional load). Total consumption is 669246, and 'Night time consumption' is 644284 during month May 2018 i.e. billing period. Thus, consumption beyond night hours comes out as (669246-644284) 24962 units (3.72% of total consumption during May 2018 i.e. billing month). Complainer has not consumed units beyond night hours more than 10% of total units consumed during billing period. Complainer has not violated the clause no. 2 of 'Tariff Schedule'.

3.9 In regard to demand charges levied for 45 days in the month of May 2018, Respondent has submitted that as per logic set, in case of load extension, in billing system, demand charges are taken for 45 days.

3.91 As per charges prescribed in tariff schedule, Respondent should levy demand charge for CD 125 KVA from 16.4.2018 to 17.4.2018 and 4000 KVA from 18.4.2018 to 15.5.2018 in the energy bill of May 2018. Respondent's submission about demand charges taken for 45 days mentioning reason of logic set in billing system is not as per tariff schedule and regulation.



3.92 In view of above observations, it is ordered:

Complainer be billed as per HTP-I tariff up to 17.4.2018 and HTP-IV tariff from 18.4.2018 to 15.5.2018, and demand charges be levied as per Para 3.91. Accordingly, Respondent shall revise Complainer's bill of May 2018.

—:: હુકમ ::—

- વાદીની રજુઆત, પ્રતિવાદીની રજુઆત તેમજ ફોરમ સમક્ષ રજુ થયેલ દસ્તાવેજી પુરાવા અને ઉપરના તારણો પરથી તારણ નં." ૩.૯૨. " મુજબ હુકમ કરવામાં આવે છે.
- સદર હુકમ સામે વાદીશ્રીને વાંધો કે તકરાર હોય તો આ હુકમ મળ્યે દિવસ-૩૦ માં વિદ્યુત લોકપાલશ્રીની કચેરી, બ્લોક નં.૩, પોલીટેકનીક કંપાઉન્ડ, આંબાવાડી, અમદાવાદ સમક્ષ અપીલ કરી શકે છે.



(શ્રીમતી જે.એમ.મેહતા)
સ્વતંત્ર સભ્યશ્રી

(પી. એન. અજાડીયા)
ટેકનીકલ સભ્યશ્રી

(એમ. આર. વજરીયા)
અધ્યક્ષશ્રી,

ગ્રાહક ફરિયાદ નિવારણ ફોરમ
પ.ગુ.વિ.કું.લી.:ભાવનગર.

તારીખ :- ૧૦/૧૧/૨૦૨૦.

