



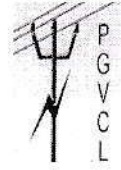
પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ

ગ્રાહક તકરાર નિવારણ ફોરમ

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

CIN : U40102GJ2003SGC042908

e-mail: forumbhavnagar.pgvcl@gebmail.com



ક્રમાંક: બીએડ/ફોરમ/૬૨/૨૧-૨૨/ ૩૬૫૬

તારીખ: 13 DEC 2021

આર.પી.એ.ડી.

પ્રતિ,

શ્રી રૂફ ગ્લોબલ ઈન્ફ્રા પ્રોડક્ટ્સ લી.
એમ.ડી.હાઉસ, પ્લોટ નં-૨૭૧૫/એ,
વાઘાવાડી રોડ,
ભાવનગર-૩૬૪૦૦૧.
મો.નં- ૮૨૩૮૦ ૪૧૧૧૧

કેસ નં. ૬૨/૨૧-૨૨

વિષય : એચ.ટી.કનેક્શન ના સ્લોનેસ નું પૂરવણી બિલ બાબત.

- સંદર્ભ :** (૧) આપનો પત્ર તા.૦૧/૧૧/૨૦૨૧ જે અત્રેની કચેરી ને મળ્યા તા.૦૨/૧૧/૨૦૨૧.
(૨) અત્રેની કચેરીનો પત્ર નં. બીએડ/ફોરમ/૬૨/૨૧-૨૨/૩૩૧૪ તા.૦૩/૧૧/૨૦૨૧.
(૩) અત્રેની કચેરીનો પત્ર નં. બીએડ/ફોરમ/૬૨/૨૧-૨૨/૩૩૫૪ તા.૧૧/૧૧/૨૦૨૧.

જાહેરાત

શ્રીમાન,

આપશ્રીની, ઉપરોક્ત વિષયના સંદર્ભમાં આપના દ્વારા ગ્રાહક ફરિયાદ નિવારણ ફોરમ, ભાવનગર સમક્ષ કરેલ રજુઆતના સંદર્ભમાં આપશ્રીને ફોરમ સમક્ષ તા.૨૫/૧૧/૨૦૨૧ નાં રોજ સાંભળવામાં આવેલ. જેના સંદર્ભમાં ગ્રાહક ફરિયાદ નિવારણ ફોરમ દ્વારા આપવામાં આવેલ ચુકાદો આ સાથે સામેલ છે.

આપશ્રીની જાણ સારૂ.

AM

કન્વીનર,

ગ્રાહક ફરિયાદ નિવારણ ફોરમ
પીજીવીસીએલ., ઝોનલ કચેરી ભાવનગર.

o/c

☐ **બિડાણ:-** ઉપર મુજબ.

પ્રતિ: કાર્યપાલક ઈજનેરશ્રી,

પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ
ગ્રામ્ય વિભાગીય કચેરી, ભાવનગર.

.....ગુજરાત વિદ્યુત નિયંત્રક આયોગના જાહેરનામા નં. ૨/૨૦૧૮ ની કલમ નં. ૨.૫૪ 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, ભાવનગર.

...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 - ૬૨/૨૧-૨૨

વાદી :- મે.રૂઢ્ઠ ગ્લોબલ ઈન્ફ્રા પ્રોડક્ટ્સ લી.

◇ વિરુદ્ધ ◇

પ્રતિવાદી :- પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ

◇ રજુઆતની તારીખ:- તા.૨૫/૧૧/૨૦૨૧ ◇

હાજર રહયા :- શ્રી વી.એલ. શાહ - અધિકૃત પ્રતિનિધિ

પ્રતિવાદી :- શ્રી પી.સી. પંચાલ - કાર્યપાલક ઇજનેરશ્રી, ગ્રામ્ય વિભાગીય કચેરી, ભાવનગર.
(પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ વતી)

મે.રૂઢ્ઠ ગ્લોબલ ઈન્ફ્રા પ્રોડક્ટ્સ લીમિટેડ, મું.શિહોર, તા.ભાવનગર, જી.ભાવનગર ની એચ.ટી.કનેક્શન ના સ્લોનેસ નું પૂરવણી બિલ બાબતની રજુઆત કન્વીનરશ્રી, ગ્રાહક ફરિયાદ નિવારણ ફોરમ, ભાવનગરને મળતાં, ફોરમે તેનાં ફરિયાદ રજીસ્ટરમાં ક્રમાંક : ૬૨/૨૧-૨૨ થી નોંધી તેનાં યોગ્ય નિરાકરણ માટે અધિક્ષક ઇજનેરશ્રી, વર્તુળ કચેરી, ભાવનગર ને પત્ર નં. બીએડ/ફોરમ/૬૨/૨૧-૨૨/૩૩૧૪ તા.૦૩/૧૧/૨૦૨૧ થી વાદીશ્રી ની જાણ હેઠળ મોકલી આપેલ.

આમ છતાં, ફોરમે વાદીશ્રી ને તેમની ફરિયાદ બારામાં લેખિત / મૌખિક રજુઆત કરવા તા.૨૫/૧૧/૨૦૨૧ ના રોજ ઉપસ્થિત રહેવા જણાવેલ. જેમાં, વાદી વતી શ્રી વી.એલ. શાહ - અધિકૃત પ્રતિનિધિ હાજર રહેલ તથા પ્રતિવાદી તરફે શ્રી પી.સી. પંચાલ - કાર્યપાલક ઇજનેરશ્રી, ગ્રામ્ય વિભાગીય કચેરી, ભાવનગર, ઉપસ્થિત રહેલ.

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

We are a company registered under Company's act and engaged in manufacturing of Steel Billets, TMT Bars and related products and having our subject, plant situated at Plot No. Survey No.144/1 & 2 and 145/1, Ghanghali Road, Village : Nesda, Tal. Sihor, Dist. Bhavnagar.

We are EHT Consumer with PGVCL(Rural) Division, Bhavnagar having Connection No.24027 and Contract Demand of 25750 KVA under HTP-4 Tariff.



Fact of the Case :

An 00.30 hours of 13.10.2021 (Midnight of 12.10.2021) a checking squad from Distribution Licensee PGVCL Comprising of officers and staff of HT Checking squad of Circle Office, Bhavnagar and Bhavnagar Rural Division visited our premises for Installation Checking as per rules and regulations.

The Checking squad had carried out meter checking of PGVCL tariff meter and other meters in and outside our premises during a marathon checking drive of more than 4 hours.

During the process of checking, they have checked PGVCL tariff meter and check meter provided along with tariff meter with the help of Accucheck meter which is supposed to be calibrated in NABL approved laboratory.

The tariff meter is compared with the feeder panel meter of 66 KV GETCO S/S which is catering power to our connection by parallel Accucheck meter method where two accucheck meters are provided parallel to panel meter at GETCO S/S and PGVCL tariff meter and their readings are observed manually for few (undefined) minutes and its differences is measured. The difference of two Accucheck meters is considered as difference in reading of GETCO 66 KV Panel and PGVCL tariff meter.

Again, the same method of providing Accucheck meters set both end is repeated for comparison between panel meter of 66 KV incoming meter provided after PGVCL tariff meter in our substation. Logically, it is decided that the PGVCL is tariff meter is slow. This method is also never heard in the past.

Over and above the difference calculated by this absolutely unusual method, a loss of 5 % is added to that difference without any logical explanation and the checking squad has itself declared that the tariff meter is faulty and a supplementary bill for 6890850 units should be served to us considering faulty tariff meter.

Against this atrocity we had represented at various levels of PGVCL including MD but a bill of Rs.3,26,26,803/59 is served to us and against this bill we are filling this complain under GERC regulations 2 of 2019.

Grounds :

- 1) As per Rojkam dtd.13.10.2021 made by the Checking squad, the checking was carried out due to high T&D loss of our EHT express feeder as per tariff; the consumer is not responsible for T&D losses of its feeder the installation



2) Checking was carried out due to such loss. They have not gone into details of the recorded loss, the class of accuracy of GETCO side meter and CTPT and class of accuracy of our meter and actual loss of the feeder catering power to us.

Without going into such details, the checking squad had pre decided that, our meter is slow and accordingly, checking was carried out.

3) Following checking method was one by one applied.

A) Testing of PGVCL tariff meter by comparing the accuracy with Accucheck meter.

B) Testing of our check meter by comparing the accuracy with Accucheck meter.

C) Two Accucheck meters are provided simultaneously with 1) 66 KV express feeder panel provided in 66 KV GETCO Nesda S/S and 2) other accucheck meter with PGVCL tariff meter. Both Accucheck meter readings (not of tariff meter and panel meter) are compared for undefined few minutes and result is compared.

D) Two Accucheck meters are provided simultaneously with 66 KV incoming feeder panel provided in 66 KV S/S in our premises after the PGVCL tariff meter and other Accucheck meter provided with PGVCL tariff meter. Both Accucheck meter readings (not of tariff meter and panel meter) are compared for undefined few minutes and result is compared.

(3) The test result of part (a) is shown in checking sheet No.26085, the tariff meter is found slower by -0.35% this result is within permissible limit. So no action can be initiated against the consumer. The meter should be declared as Okay.

(4) The check meter is tested even though the PGVCL tariff meter error is found Okay. As per GERC regulation for meter 2006, definition 2(1)(i) Check meter's means a meter, which shall be connected to the same core of the current transformer(CT) and voltage transformer(VT) to which main meter is connected and shall be used for accounting and billing of electricity in case of **failure of main meter**.

As per above regulation, the check meter should be used for accounting and billing only in the case of failure of main meter.



In our case, as stated in Point No.(3) above that, main meter is Okay. In that case, as per regulation stated above, check meter is not required to be checked as the same comes to picture only in case of failure of main meter. As stated earlier, it seems that the squad came with some pre decided motive.

(5) In third type of checking, in innovative method is found out. Two different accucheck meters are provided in parallel with 66 KV panel meter in GETCO S/S and with PGVCL tariff meter for our connection.

At this stage, we would like to draw attention of Hon'ble CGRF that the accuracy class of panel meter in 66 KV GETCO S/S is 0.5. While accuracy class of PGVCL tariff meter with which accuracy is compared is having accuracy class 0.25 and CTPT with class 0.2.

The PGVCL meter is tested by Hi- Tech Laboratory of PGVCL while CTPT set is tested by NABL approved ERDA Laboratory.

The Checking Squad has not taken pain to celebrate the accuracy of GETCO panel meter.

The test result should that there is a difference of 91.21 units between accucheck provided with substation panel meter and PGVCL tariff meter within few minutes.

No conclusion from that difference is drawn by the Checking squad.

As per technical logic, three subject can influence such difference, (i) Transmission loss (ii) meter accuracy of panel meter and (iii) meter accuracy of consumer side tariff meter. As meter accuracy of consumer side PGVCL meter is already calibrated and found to be within limit, only remaining two factors are required to be checked as the checking is initiated with the purpose to find more T&D losses as stated in the rojkam.

No further action regarding the meter is mentioned in Rojkam or Checking Sheet.

(6) With the Zeal never seen before in any checking squad, one more time accuracy of the PGVCL meter is tested with an absolute innovative way which is never heard of previously.

The squad had connected one accucheck meter with our PGVCL tariff meter and other accucheck meter is provided with 66 KV incoming panel meter in



our end 66 KV substation. It is obvious that **the panel meter is provided in side our premises after PGVCL tariff meter only.**

The Panel meter is neither calibrated or sealed or tested by the PGVCL authority in the past as it is not required by any regulation. The meter provided inside the consumer premises are provided for purpose of accounting of electric consumption with respect to production or different department SAP project and has nothing to deal with distribution licensee or any regulation.

It is mentioned in the Rojkam that there is a difference of 146.85 units in the units measured in accucheck meters provided 1) in parallel with PGVCL tariff meter and 2) in parallel with 66 KV in coming panel meter. It should be noted that.

- The readings are not taken for a specified period but for few minutes.
- The readings are observed in the accucheck meters but not in panel meter or tariff meter.
- The panel meter is a non calibrated meter with class 0.5 accuracy and connected with CTPT of class 0.5 accuracy having multiplication factor of 1000.
- The PGVCL tariff meter is having accuracy class of 0.25 tested by Hi-Tech Laboratory of PGVCL and CTPT tested by ERDA is having accuracy class of 0.2 and multiplication factor of 1,80,000.
- The meter slowness in % is not derived.

Without any technical ground, the squad has LOGICALLY decided that the meter is faulty.

At this stage, please note that the meter is technically found Okay with standard checking method to calibrate the same with accucheck meter. But as stated earlier the squad with some pre determined motive, has overlooked the technical accept and preferred to go their own logic.

The Squad has decided and declared that the PGVCL tariff meter is faulty.

The Squad have taken into account of non calibrated panel meter reading at the time of installation of PGVCL tariff meter and compared the same with PGVCL tariff meter overlooking the accuracy class and calibration aspect.



The squad concluded that the PGVCL meter has recorded 11,13,06,600 units during the period from 1.10.2019 to 1.10.2021 against 11,25,69.000 units recorded in panel meter during same period.

The squad has not gone in to technical details like percentage slowness, MRI data as only LOGIC is to be applied and technical parameters are to be ignored. As such the percentage slowness will be 1.13%.

As this slowness is also allowable, they have decided to add 5% additional units as transformer and line loss in the consumption recorded by 66 KV incoming panel meter reading and then they have arrived on the difference of 68,90,850 units and recommended that supplementary bill for this difference should be issued to us.

Now, the question arises that how 5% transformer and line losses are added in the reading of 66 KV incoming panel meter reading? it is technically not possible as the GETCO transformer and service line are before PGVCL tariff meter and 66 KV incoming Panel meter and our transformer is after PGVCL tariff meter and 66 KV incoming panel meter.

If the same is to be added in penal meter consumption, then it should be added in reading of both the meters. There is no transformer in between PGVCL tariff meter and 66 KV incoming panel meter. Anyway, this is on more innovative way of checking by the squad.

(7) In the checking squad, the name of Shri P C Panchal – EE(Rural) is mentioned but he was not present on the site and neither he signed the Rojkam then why his name is mentioned in the Rojkam is not explained.

(8) The technical and regulatory points are listed below.

(i) The Checking is initiated due to high T&D losses of the HT Express feeder (Page No.1 of Rojkam). The PGVCL tariff meter is found Okay then also no action is taken to find the root cause of the high T&D losses.

(ii) If the tariff meter is found okay with Accucheck meter than continuation of further checking is not in line with any regulation.

(iii)The CERC Regulation for meter 2006, clearly says that check meter should be counted only in case of failures of main meter only. Under any rules or regulation, the check meter calibration is not allowed when main meter is okay.

(iv)Comparison method of comparing two meters by providing accucheck



meters at both end just to logically prove that meter is slow is technically okay or not.

- (v) Once the meter is found technically okay, any regulation provide power to squad to declare the meter as faulty on logical basis.
- (vi) Can two meters with completely different accuracy class can be compared.
- (vii) Can bill be issued by comparison method with two different set of meters.
- (viii) Any consumer power accounting system metering, can be related with calibrated PGVCL tariff meter and CTPT.
- (ix) Transformer and line loss cannot be added in any such comparison of PGVCL tariff meter and 66 KV substation incoming panel meter as both the meters are on same side of transformer.
- (x) Any regulation allowed checking squad to recommend the time period and units assessment by itself.
- (9) Such gross irregularity by a checking squad which is specially meant for HT and EHT connection checking led to some doubt about the actual motive of the checking squad.
- (10) We have drawn attention of the Managing Director, Chief Engineer, Superintending Engineer, and Executive Engineer on the date of checking itself but received no reply. The new Hon'ble MD Sir has Immediately sent a fact finding team to the spot. Please direct the respondent to present the report of the of fact finding team.

Prayer :

- (A) Hon'ble CGRF is requested to quash the supplementary bill of Rs. 3,26,26,803/59.
- (B) In view of the fact represented above may direct respondent to act as per regulations.
- (c) Any relief Hon'ble CGRF deemed fit to be granted to us.



૨ પ્રતિવાદીશ્રીની તેમની રજૂઆત છે કે, :

1. M/S. Rudra Global Intra Products Ltd. is an EHT Consumer with contract demand of 25750 KVA. The 66 KV power is catered from GETCO 66 KV Ghanghli 2 substation.
2. This office has followed the noting of I/C Squad shown under the checking sheet No.26025 dtd.13.10.2021 and derived supplementary bill unit thereof.
3. So checking is initiated by the HT Checking squad of Circle Office, Bhavnagar and the same was accompanied by the Deputy Engineer(Laboratory) of Bhavnagar Rural Division.
4. Initially, the main energy meter was checked by accucheck meter and found to be slower by - 0.35%.
5. An Accucheck meter is provided in parallel with the main energy recording meter of consumer M/S Rudra Global Infra Products Limited. The Consumption for few minutes recorded in this accucheck meter is compared with another accucheck meter put in parallel with panel meter of 66 KV feeder of 66 KV GETCO S/S catering power to Rudra 66 KV S/S. There exists a difference in recording of a) the accucheck meter provided in parallel with 66 KV panel meter at GETCO S/S and b) Accucheck meter provided in parallel with PGVCL energy meter, confirming slowness of PGVCL meter.
6. For more confirmation, one accucheck meter is provided in parallel to 66 KV incoming panel meter provided inside Rudra Global 66 KV S/S and consumption in that accucheck meter is compared with accucheck meter provided in parallel with PGVCL energy recording meter. Again it is found that the energy recorded in the Accucheck meter provided in parallel with 66 KV incoming feeder panel is less than the energy recorded in Accucheck meter provided in parallel with PGVCL energy meter.
7. The checking squad had decided to impose the difference of the units recorded since the new PGVCL meter is placed on 01.10.2019 and calculated that total 68,90,850 units are less recorded in the PGVCL main energy meter and directed our office to issue supplementary bill for the

8. The consumer M/S Rudra Global Infra Products Limited had sent a protest letter against the checking methodology and calculation of units by the checking squad on 13.10.2021.
9. In response to the said protest letter a confidential letter is sent to officers of the Checking Squad on 18.10.2021 asking them to explain the points raised by the consumer.
10. In their Joint reply dtd.20.10.2021 by both checking officers, it is clarified that the checking and calculations are carried out in line with prevailing practise of PGVCL and actions are initiated as per commercial circular 681 and the units accessed is in order. A copy of said circular 681 is attached with this letter for your ready reference please.
11. The supplementary bill of Rs.3,26,26,803/59 for slowness unit 68,90,850 is issued as per prevailing practise of PGVCL and the same is in order.



FORUM'S FINDINGS.

On the basis of representations and contention from Complainer and respondent, documents produced before Forum and relevant Regulations, Forum's findings are under:

3.1

Complainer M/s Rudra Global Infra Products Limited is EHT consumer bearing consumer number 24027 of 25750 KVA under HTP IV tariff at village Nesda, Tal: Shihor. Complainer is EHT consumer of Respondent PGVCL and caters power supply from 66 KV Ghanghali substation.

3.2

Respondent's installation checking squad visited complainer's remises for installation checking on 13.10.2021. After installation checking, Checking Officers prepared 'check sheet' BZ No. 26025 dated 12 & 13/10/202, 'Rojkam' mentioning their onsite activity carried out during checking and 'line diagram' showing position of 66 KV Nesada substation, existing 66 KV line from Nesada s/s to Respondent's connection, PGVCL metering unit and Respondent's load side transformer, CTPT unit and 'consumer penal meter'.

3.3

Checking officers tested accuracy of 'PGVCL Main Meter' installed at consumer (Respondent's) end for the purpose of billing with 'Accucheck meter' wherein % Error was found -0.35. 'PGVCL Main Meter' was found slower by -0.35%.

3.4

Then, Checking officers connected one accucheck meter with 'GETCO Penal Meter' installed (at 66 KV Nesada substation) for 66 KV express feeder catering power for Respondent's connection and another accucheck meter with 'PGVCL Main Meter'. Units recorded simultaneously on both accucheck meters for some time were noted, and difference of both accucheck meter readings was found 91.21 units. Checking officers noted that 'GETCO Penal Meter' recorded more units by 91.21.



3.5

Then, Checking officers connected one accucheck meter with 'Consumer Penal Meter' installed after 'PGVCL Main Meter' (i.e. PGVCL metering unit) and another accucheck meter with 'PGVCL Main Meter'. Units recorded simultaneously on both accucheck meters for some time were noted, and difference of both accucheck meter readings was found 146.85 units. Checking officers noted that 'Consumer Penal Meter' recorded more units by 146.85.

3.6

Then, Checking officers verified the records of consumption recorded in 'PGVCL Main Meter', 'GETCO Penal Meter' and 'Consumer Penal Meter' being maintained from 1.10.2019 to 1.10.21 by PGVCL (Respondent), GETCO and Complainer respectively. Checking officers found that 'PGVCL Main Meter' had recorded 11,13,06,600 KWH (units), 'GETCO Penal Meter' 11,27,42,120 KWH (units) and 'Consumer Penal Meter' 11,25,69,000 KWH (units) for the period from 1.10.2019 to 1.10.2021. Further, Checking officers worked out $(11,25,69,000 * 1.05)$ 11,81,97,450 units considering 5% loss of s/s, transformer and line fixed after PGVCL metering unit (i.e. on consumer side)

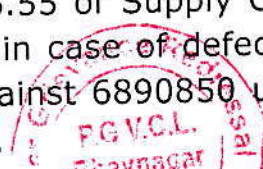
From above observation and finding by checking officers, checking officers concluded that 'PGVCL Main Meter' has recorded less units by 6890850 which is difference of 11,81,97,450 units (worked out for 'Consumer Penal Meter') and 11,13,06,600 units (recorded in 'PGVCL Main Meter') and noted that Respondent be given supplementary bill of 6890850 units.

3.7

Respondent issued supplementary bill of 6890850 units for Rs 3,26,26,803.59 on date 25.10.2021. Complainer has filled their representation to this forum against supplementary bill issued to them on 1.11.2021 and prayed to quash supplementary bill.

3.8

Complainer has contested against methodology of meter testing by checking squad and evoked Definitions 2 (1) (i) of CEA Regulation for installation and operation of meters and Clause 6.33 and 6.55 of Supply Code 2015 regarding testing of meter, its test report and billing in case of defective meter. Complainer, in his representation, has contested against 6890850 units worked out considering 5% loss of s/s, transformer and line.



3.9

Definitions 2 (1) (i) of CEA Regulation for installation and operation of meters:

'Check Meter' means a meter, which shall be connected to the same core of Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected and shall be used for accounting and billing of electricity in case of failure of main meter.

In the instant case, accuracy of 'PGVCL Main Meter' was found -0.35 %, within limit. Neither Respondent's checking officer has put any remark in checking documents nor Respondent has submitted anything against testing result (-0.35 %) of 'PGVCL Main Meter'.

3.91 Clause No. 6.33 and 6.58 of GERC notification 2/2015:

6.33: *The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within 2 working days of the date of testing. In case of faulty meter, ractification for a maximum period of months or from the date of last testing. Whichever is shorter, on the basis of the test report, shall be adjusted in the subsequent bill.*

6.58: *In case of defective/stick/stopped/burnt meter, the consumer shall be billed on the basis of average consumption of the past three billing cycles immediately proceeding 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 leviabale 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.



3.92

Respondent's checking officer carried out testing by connecting accucheck meters at different points and found the difference of units as mentioned in Para 3.4 and 3.5. This testing was carried out even after accuracy of main meter was found correct.

Respondent's Checking officers verified the consumption records of 'Consumer Penal Meter' and 'PGVCL Main Meter' for the 1.10.2019 to 1.10.2021 (Two years) and worked out 6890850 units considering 5% loss as mentioned in Para 3.6, and Respondent issued supplementary bill for amount of Rs 3,26,26,803.59 as mentioned in Para 3.7. At this stage Forum has noted that Respondent has ignored accuracy test result (-0.35%) of 'PGVCL Main Meter'

Consideration of 5% loss of transformer, s/s and line by Respondent's Checking Officer is technologically illogical and incorrect method.

Above actions by Checking Officer and Respondent are not in accordance to Definition 2(1) (i) of CERC Regulation 2006 and Clause 6.58 of GERC Regulation 2015.

3.93

Respondent, in his reply dated 20.11.2021, has submitted that they have followed the noting of I/c squad mentioned in checking sheet No. 26025 dated 13.10.2021 and issued supplementary bill.

Further, Respondent has mentioned activities carried out during checking by their Checking officers.

Respondent has submitted that they have asked their checking officer to explain the points raised by Complainer. Respondent has submitted reply dated 20.10.2021 along with Circular No. 681 of date 20.8.98 submitted by Checking Officer.



Very ambiguously, Respondent has submitted that checking and calculations are carried out in line with prevailing practice of PGVCL and actions were initiated as per Commercial Circular 681. Respondent has not put up any contents of Circular 681 in their submission that can justify their action and method of checking. In fact, Circular 681 has not any relevancy with checking activity, actions and method of checking carried out by Checking officers and Respondent.

3.94 Respondent has not submitted any regulations or rules in support of their checking method mentioned in Para 3.4, 3.5 and 3.6 and 6890850 units assessed for supplementary bill.

3.95 In view of aforesaid observations, documents put up before Forum and submission from Complainer and Respondent, Respondent is directed to cancel supplementary bill of 6890850 units (KWH) for the amount of Rs. 3,26,26,803.59 issued to Respondent Rudra Global Infra Products Ltd.

3.96 **ORDER:** As per Para 3.95.

—:: હુકમ ::—

- વાદીની રજૂઆત, પ્રતિવાદીની રજૂઆત તેમજ ફોરમ સમક્ષ રજૂ થયેલ દસ્તાવેજી પુરાવા અને ઉપરના તારણો પરથી તારણ નં " ૩.૯૫ " 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 કંમ્પાઉન્ડ, આંબાવાડી, અમદાવાદ સમક્ષ અપીલ કરી શકે છે.



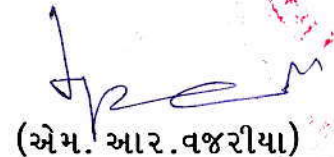
(શ્રીમતી જે.એમ.મહેતા)

સ્વતંત્ર સભ્યશ્રી



(એ.એ.જાડેજા)

ટેકનીકલ સભ્યશ્રી



(એમ. આર.વજરીયા)

અધ્યક્ષશ્રી,

ગ્રાહક ફરિયાદ નિવારણ ફોરમ

