

ગ્રાહક ફરિયાદ નિવારણ ફોરમ

પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ

૨જી. અને કોર્પોરેટ ઓફિસ, નાના મવા મેઇન રોડ, લક્ષ્મીનગર, રાજકોટ - ૩૬૦ ૦૦૪

CIN: U40102GJ2003SGC042908;

ફોન નંબર : (૦૨૮૧) ૨૩૮૦૪૨૫, ૨૩૮૦૪૨૭; ફેક્સ : ૨૩૮૦૪૨૮;

ઈ-મેલ : forum.pgvcl@gebmail.com; વેબસાઈટ : www.pgvcl.com

પીજીવીસીએલ/સીજીઆરએફ/૨૦/કવા-૦૪/૨૦૨૧-૨૨/ ૨૬૬૪-૨

તારીખ : ૧૨ - ૦૪ - ૨૦૨૨

૨જી. એડી. પત્ર

પ્રતિ,

મે. વ્હાઈટ હાઉસ ટાઈલ્સ પ્રા.લિ.

જી.આઈ.ડી.સી. ઇન્ડસ્ટ્રીયલ એસ્ટેટ, ૮-એ રા.ધોરીમાર્ગ, ટોલ પ્લાઝા પાસે,

મું. પો. : વઘાસીયા, તા. : વાંકાનેર, જી. : મોરબી,

પીન કોડ. : ૩૬૩૬૨૧

મોબાઈલ : ૯૯૭૯૬૫૫૯૯૯

વિષય : મીટરમાં ખામી હોવાના લીધે આવેલ ડીમાંડ ચાર્જ રદ કરી જમા આપવા બાબત.

સંદર્ભ: આપશ્રીની રજૂઆત પત્ર નંબર : Nil, તા. ૧૦-૦૩-૨૦૨૨.

(અત્રેના ફોરમની નોંધણી નંબર : ૨૦/કવા-૦૪/૨૦૨૧-૨૨)

મહોદયશ્રી,

આપશ્રી દ્વારા ગ્રાહક ફરિયાદ નિવારણ ફોરમ સમક્ષ કરવામાં આવેલ અરજીના ચુકાદાની પ્રમાણિત નકલ આ સાથે સામેલ છે.

જે આપશ્રીને સુવિદિત થાય, આપના સહકાર સહ, આભાર સહ.

આપનો વિશ્વાસુ,

(સી. જે. જાજરા)

કા.વા. કન્વીનર

ગ્રાહક ફરિયાદ નિવારણ ફોરમ,

પ.ગુ.વી.કં.લી., રાજકોટ

બિડાણ : ઉપર મુજબ.

નકલ સાદર રવાના :

(૧) અધિક્ષક ઈજનેરશ્રી, પ.ગુ.વી.કં.લી., વર્તુળ કચેરી, મોરબી.

(૨) કાર્યપાલક ઈજનેરશ્રી, પ.ગુ.વી.કં.લી., વિભાગીય કચેરી, વાંકાનેર.

સદર નિર્ણયપત્રની નકલ આપશ્રીને આ સાથે મોકલવામાં આવે છે. જેની તમામ વિગતો અભ્યાસે લઈ અને નામદાર ગુજરાત વિદ્યુત નિયંત્રક આયોગ (ગ્રાહક તકરાર નિવારણ ફોરમ અને લોકપાલ) વિનિયમો-૨૦૧૧, જાહેરનામા નં.- ૦૨/૨૦૧૯ ની વિનિયમ નં.- ૨.૫૪ અનુસાર, સદર હુકમના પાલન અંગે થયેલ કાર્યવાહીનો અહેવાલ અત્રેની ફોરમ કચેરીને અચૂક મોકલી આપવા વિનંતી.

ગ્રાહક ફરીયાદ નિવારણ ફોરમ, રાજકોટ

પી.જી.વી.સી.એલ. રજી. અને કોર્પોરેટ કચેરી, લક્ષ્મીનગર નાનામૌવા રોડ, રાજકોટ

CIN:U40102GJ2003SGC042908 website : www.pgvcl.com

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પી.જી.વી.સી.એલ./સીજીઆરએફ/૨૦/કવા-૪/૨૧-૨૨/

ત્તી.

૨૦૦૩ ના ભારતીય વીજળી અધિનિયમની કલમ ૪૨ (પ) તેમજ ગુજરાત વિદ્યુત નિયંત્રક આયોગ (ગ્રાહક ફરીયાદ નિવારણ ફોરમ અને લોકપાલ) અગાઉના નોટીફિકેશન નં.૦૨/૨૦૧૧ હેઠળ રચાયેલ તેમજ પ્રવર્તમાન નોટીફિકેશન નં.૦૨/૨૦૧૯ મુજબના ગ્રાહક ફરીયાદ નિવારણ ફોરમ (CGRF) પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ, રાજકોટ સમક્ષ નોંધાયેલ ફરીયાદ.

Case No. PG- ૨૦/કવા-૪/૨૧-૨૨

અરજદાર : મે. વ્હાઈટ હાઉસ ટાઈલ્સ પ્રા. લિ. ગામ: વઘાસીયા
રજૂઆત કરનાર : અરજદાર વતી તેના પ્રતિનિધિ તરીકે ભાવેશભાઈ જે. વાંસજાળીયા હાજર રહેલ છે.

:: વિરુદ્ધ ::

સામાવાળા : કાર્યક્ષેત્ર : પી.જી.વી.સી.એલ. વિભાગીય કચેરી - વાંકાનેર
રજૂઆત કરનાર : શ્રી એસ.આર. રાંકજા, કાર્યપાલક ઈજનેર, પી.જી.વી.સી.એલ. વિભાગીય કચેરી - વાંકાનેર

:: કોરમ ::

- ૧) ચેરપર્સન - શ્રી એન.સી.મકવાણા
- ૨) મેમ્બર ટેકનીકલ - શ્રી આર.જી.ગોવાણી
- ૩) સભ્ય (સ્વતંત્ર) - શ્રીમતી નિતીનાબેન એચ. જોષી



સુનાવણી સ્થળ : કોન્ફરન્સ હોલ, પીજીવીસીએલ, શહેર વર્તુળ કચેરી, રાજકોટ
તારીખ : ૨૩-૦૩-૨૦૨૨ (બુધવાર)

૧.૦ સદર કેસની સુનાવણી તા.૨૩-૦૩-૨૦૨૨ (બુધવાર) ના રોજ રાખવામાં આવેલ હતી. જેમાં ઉપર મુજબના પક્ષકારો હાજર રહેલ હતા.

:: Applicant Representation::

- 2.0 The appellant has represented the case as under:
- 2.1 Applicant having a H.T. connection of 1650 KVA. bearing consumer no. 26887 in the name of White House Tiles Pvt. Ltd..
- 2.2 Due to some technical error in PGVCL Meter, received huge amount bill of demand charges. For that applicant has registered a complaint at PGVCL Wankaner office. In response to that concerned PGVCL staffs had removed the said meter for inspection & confirm that this demand charge registered due to technical error in meter only. Therefore in this situation PGVCL meter fault so that kindly wave off wrongly registered demand charges.

:: Representation of PGVCL::

- 3.0 As per applicant representation – PGVCL replied that, applicant M/s White House Tiles Pvt. Ltd, At: GIDC Waghasiya Ta.Wankaner having H.T. Consumer No. – 26887 with 1750 KVA they also open access consumer.

- 3.1 PGVCL has submitted MRI data of ABT meter (GJ2973B, MAKE : EDM I), as per this MRI data consumer maximum demand was registered 3.6047 KVA on Dtd:17.07.2021 @ 12:15 Hrs. it's MF=2000 thus $3.6047 * 2000 = 7209$ KVA, so PGVCL has issued bill to applicant as an open access consumer for the month of July-2021 as per maximum demand recorded in ABT Meter.
- 3.2 Moreover, PGVCL check meter is also installed in said consumer's premises having L & T make meter with serial no.110753122 MRI data of this check meter was taken accordingly maximum demand recorded 67.80 KVA @ 12:30 Hrs. on Dtd:17.07.2021, accordingly considering this meter multiplication factor is 20, so maximum demand calculated 1356.08 KVA ($67.804 * 20$) which is not compared with data of ABT meter due to PGVCL meter data recorded 30 Min. block time whereas ABT meter data recorded 15 minute block time.
- 3.3 Said ABT meter was checked in presence of representative of consumer on Dtd:02-12-2021 at consumer premises and found meter accuracy is within permissible limit. Said meter was paper pack As per checking sheet No. 09877 on Dtd:02-12-2021 and it was inspected on laboratory on Dtd: 30-12-2021 and found that no defect observed in ABT meter.
- 3.4 As per the above there is no defect was observed of said ABT Meter in Meter Testing Laboratory. Therefore bill was issued to applicant as per the recorded maximum demand during July-2021 is as per rules. Hence, it is not required to revise the bill of July-2021 as per applicant representation.

:: Meter Manufacturer's Report ::

- 4.0 During the forum hearing on Dtd. 23.03.2022, Forum has directed to applicant to submit the opinion of the said self ABT meter from meter manufacturer's company. In response to that, applicant has forwarded clarification of said ABT meter of M/s. White House Tiles Pvt. Ltd, At: GIDC Waghasiya Ta.Wankaner vide letter no. EDM I/MKTG/PGVCL/2021-22 dtd.29.03.2022 from meter manufacturer's company- M/s. EDM I India Pvt. Ltd. through applicant email Dtd: 30-03-2022. M/s. EDM I India Pvt. Ltd. has submitted following observation as per downloaded data of ABT meter having serial no. GJ-2973-B of M/s. White House Tiles Pvt. Ltd, At: GIDC Waghasiya Ta.Wankaner.

- Abnormal MD recording on dtd.17.7.2021 @ 12.15 Hrs is observed.
As per calculated import KVAH units in load survey using following formula.

$$\text{Import KVAH} = \sqrt{\{\text{Import(KWH)}^2 + \{\text{Import(KVARH)}^2\}\}}$$

As per recorded KVAH in load survey compared with KVAH calculated with above formula & found that abnormal KVAH is found in load survey data in 15 minutes block only on dtd. 17.7.2021 @ 12.15 Hrs. & did not match with calculated KVAH with above formula. For particular 15 min block KVAH shall be 0.10014 (instead of 0.901) & KVA demand shall be 0.4006 (instead of 3.604)

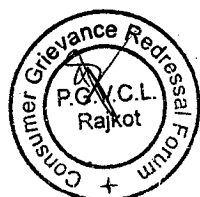
- In any TVM parameters measured are active (KWH) and reactive (KVARH) energies. Apparent energy (KVAH) is a derived value. Abnormal MD recording in above case is observed; due to momentarily malfunctioning of microprocessor may be due to abnormal surges in the electrical distribution system. If we multiply KVAH calculated by 4 it will show actual MD in KVA for particular block of 15 minutes. Calculation sheet is submitted for few blocks of the same day on which abnormal MD is recorded.
- It is requested to look in to the matter as actual maximum demand shall be considered highest from other blocks of the month & considering calculated KVAH*4 for the 15 minutes' block where abnormal MD is recorded for the ABT meter.



- If ABT meter will be tested for MD or accuracy tests same will show normal results.
- If compare average data of 15 minutes' blocks includes 15 minutes' block where abnormal KVA MD is recorded with data of check meters (having 30 min integration/ block load survey data & 0.5s accuracy) installed in series with ABT meter average P.F. (KWH/KVAH) will be found same as per calculated KVAH.

:: ORDER::

- 5.0 We have considered the contentions of the appellant & respondent also facts, statistics & relevant papers which are on record and considering them in details, our findings are as under:
- 5.1 M/S White House Tiles Pvt. Ltd. is a company having their plant situated at Village: Waghasiya Ta.Wankaner Dist. Morbi. This HT consumer falls under jurisdiction of PGVCL Wankaner Division.
- 5.2 The company is having 1750 KVA HT Connection bearing consumer No. 26887 under HTP-I tariff since Dt:14-06-2011. This consumer is fed power supply through 11 KV Janki Ind Feeder emanating from 66 KV Bhojpara SS after that HT load extension by M/S. Blizzard ceramica connection, Total load of Janki Industrial feeder of 66 KV Bhojpara SS is transferred to 11 kv GIDC Ind. Feeder of 132 kv Vaghasiya S/S. on Dtd: 24.11.2021 and Spare panel of Janki Ind. feeder is utilized for Blizzard feeder.
- This consumer is provided self ABT meter of EDMI make having serial No. GJ-2973-B with 11KV/110Votts, 100/5 Amp. CTPT unit for metering purpose. This ABT meter was installed on Dtd:31-08-2016 HT connection was released by PGVCL on Dtd: 14-06-2011. Also PGVCL Meter (Make L & T – Sr. No. 11075322) is already installed before ABT Meter.
- 5.3 M/S White House Tiles Pvt. Ltd. Consumer No. 26887 contract demand 1750 KVA is an open access consumer metered through self ABT meter from Dt:31-08-2016. During monthly billing of this HT consumer for the month of Jul-2021, remote metering on line MRI Data was collected by Wankaner Division. MRI data was showing maximum billing demand recorded to be 3.6047 KVA x 2000 MF = 7209.4 KVA, Say 7209 KVA for the month of July-2021.
- 5.4 As compared to contract demand of 1750 KVA, the maximum demand of 7209 KVA recorded for the month of July-2021 was found much excessive. Accordingly, aforesaid HT connection was thoroughly checked on Dtd : 02-12-2021 by team PGVCL in presence of consumer. During installation checking, accuracy check test results were found within permissible limit. This meter was paper-packed on the same day i.e. Dtd:02-12-2021 & this particular meter was jointly inspected on Dtd.30-12-2021 at PGVCL laboratory by team PGVCL in presence of authorized person of M/S White House Tiles Pvt. Ltd.
- 5.5 After careful study of MRI data of consumer, self ABT meter No GJ-2973-B– Make EDMI; consumer maximum demand found to be 3.6047 KVA recorded on dtd. 17.07.2021 @ 12.15 Hrs. Considering MF – total demand found recorded to be 3.6047 KVA x 2000 MF = 7209.4 KVA = 7209 KVA.
- 5.6 Accordingly, this HT consumer was billed for maximum demand 7209 KVA for the month of Jul-2021.
- 5.7 Aggrieved with the billing of the month of Jul-2021.consumer registered his grievance before CGRF Rajkot to decide correct billing demand & revise energy bill for the month Jul-2021.



- 5.8 As per PGVCL written submission, in series of ABT meter PGVCL has installed as a check meter of 0.5 class having meter make & serial number L&T-11075322. PGVCL check meter and ABT Meter billing demand parameter registered as under.

ABT METER, EDMI - SR. NO. GJ-2973 -B -/110V, -/SA				PGVCL METER L&T-SR. No.11075322			
Date: 17/07/2021 Time	Import_kVA	MF	Billing Demand in Kva	Date: 17/07/2021 Time	Import_kVA	MF	Billing Demand in Kva
12:00	0.69592	2000	1391.84	12:00	65.9348	20	1318.696
12:15	3.6047	2000	7209.4
12:30	0	2000	0	12:30	67.804	20	1356.08
19:00	0	2000	0	19:00		20	
19:15	0	2000	0
19:30	0.1742	2000	340.84	19:30	0	20	0
20:00	0.40025	2000	800.5	20:00	13.0858	20	277.16

Accordingly energy recorded in ABT meter during the time slot 12:00:00 to 12:15:00 Hrs. on Dt:17-07-2021 as mentioned below.

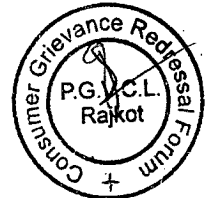
KWH=0.09645 KVAH=0.901
PF=0.11 KVA=3.6047

- 5.9 As per interruption report submitted by PGVCL for 11 KV Janki Ind. Feeder of 66 KV Bhojpara S/s on Dtd:17-07-2021 mentioned as under:

TT : 10.15 HRS TO 10.20 HRS = 05 MINUTES
SF: NIL, ESD : NIL, PSD : NIL

- 5.10 PGVCL insisted that energy bill is given on the basis of maximum demand actually recorded in self ABT meter for the month of Jul-2021. PGVCL opined not to revise the bill for the month of Jul-2021.
- 5.11 The Forum has gone through written submission of PGVCL as well as HT consumer M/S White House Tiles Pvt. Ltd. The Forum has also studied clarification of meter manufacturer – EDMI vide his letter No. EDMI/MKTG/PGVCL/2021-22 Dtd:29.03.2022.
- 5.12 The following are observations of forum after hearing both parties i.e. PGVCL as well as HT consumer.
- The applicant's HT connection having contract demand 1750 KVA bearing Consumer No. 26887 was released on dt.14-06-2011. As per consumer ledger -145 billing demand registered from Apr-19 to Jan-22 is as Under.

Consumer No.26887		Contract Demand 1750	
Billing Demand in KVA as per Consumer Ledger			
Billing Month	2019-20	2020-21	2021-22
Apr	1488	1488	1644
May	1488	1488	1488
Jun	1488	1488	1647
Jul	1624	1488	7209 (+411.94%)
Aug	1688	1488	1699
Sep	1682	1488	1488
Oct	1685	1836 (+4.91%)	1699
Nov	1547	1776(+1.48%)	1667
Dec	1488	1850 (+5.71%)	1618



Jan	1488	1808 (+3.31%)	1618
Feb	1543	1764 (+0.8%)	
Mar	1596	1732	

- In view of the above, consumer has crossed contract demand of 1750 KVA during the billing period Oct-2020 (1836KVA), Nov-2020 (1776KVA) and Dec-2020 (1850KVA) Jan-2021(1808KVA) Feb-2021 (1764KVA) & Jul-2021(7209KVA) .
- The consumer is fed power supply through 11 KV/110 Volts – 100/5 Amp CTPT unit.
- During last two financial year billing demand verified and it is observed that there is no visible purpose or any kind of requirement at consumer end to utilize demand more than 5.71% (approx) of contract demand only in particular slot of 15 minutes.
- It is a matter of fact that trivector meter records only KWH (active energy) and KVARH (Reactive energy) whereas KVAH (apparent energy) is calculated from the basic data as per standard formula:

$$\text{Import KVAH} = \text{SQRT} \{(\text{Import(KWH)}^2) + (\text{Import(KVARH)}^2)\}$$

As per MRI analysis, the incident of abnormal demand occurred at 12.15Hrs. on dt.17.07.2021. The data as per MRI is summarized below.

EDMI ABT METER SR. NO. GJ-2973-B -/110V, -/5A							
Record No.	DateTime	Import _kWh _Fund	Import _kVAh	Import _kVARh _Lag	Derived (calculated) Import KVAH = $\sqrt{(\text{Import KWH}^2 + \text{Import KVARh}^2)}$	KVA demand as per load survey KVAH x4	KVA demand as per calculated KVAH x4
170977	17/07/2021 11:30	0.16072	0.167	0.04551	0.167039153	0.668	0.66815661
170978	17/07/2021 11:45	0.15997	0.166	0.04594	0.166435827	0.664	0.665743308
170979	17/07/2021 12:00	0.16745	0.174	0.04817	0.174240786	0.696	0.696963143
170980	17/07/2021 12:15	0.09645	0.901	0.02695	0.100144421	3.604	0.400577683
170981	17/07/2021 12:30	0	0	0	0	0	0

- The ABT meter displayed 3.604 KVAH instead of calculated 0.400577683KVAH. This resulted into maximum demand for July-2021 to become
 = 0.901 KVAH x 04 x 2000 MF
 = 3.604 KVA x 2000 MF =7209 KVA
- Considering fundamentals of meter logarithm; if recorded demand considered to be correct, then KW and KVAR demand are wrong, which is not possible as both are measured quantities and not calculated quantity like KVA.
- From above formula, the correct
 Maximum demand = Calculated KVAH x 04 x MF
 Maximum demand = 0.1001 KVAH x 04 x 2000
 Maximum demand = 0.4004 KVA x 2000
 Maximum demand = 800.8 KVA, Say 801 KVA
 Hence calculated maximum demand for 15 minutes' slot @ 12.15 Hrs. on 17.07.2021 will become 801 KVA as correct demand instead of recorded demand 7209 KVA.
- As per MRI analysis, the next 15 slots after 12.15 Hrs. on 17.07.2021 to 19.30 Hrs. on 17.07.2021 billing parameters registered as "0".



- As per MRI report of said ABT meter, power factor is 0.11 at 12:15 Hrs. on 17.07.2021. While as per recorded import KWH shows 0.09645 and import KVAH shows 0.901 for the particular slot.

On the basis of recorded power factor

$$= \text{KWH/KVAH} = 0.09645/0.901 = 0.11$$

Whereas on the basis of calculated KVAH power factor

$$\text{KWH} = \frac{0.09645}{0.96} = 0.1001$$

$$\text{KVAH} = 0.1001$$

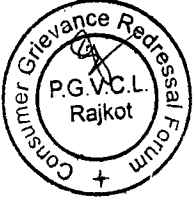
- As per MRI analysis of ABT meter, all other slots except the slot of 15 minutes @ 12.15 Hrs. on 17.07.2021; power factor is almost 0.97. Hence, sudden fall in power factor only for 15 minutes may be due to fault occurred in load side because after 12:15 Hrs. on 17.07.2021 to 19:15 Hrs. on 17.07.2021 no ampere loading is recorded during this period.
- Also verify the interruption detail of 11 KV Janki Ind Feeder emanating from 66 KV Bhojpara S/S. As per records 01 nos. TT recorded during 10:15 Hrs. to 10:20 Hrs. on 17.07.2021 except that feeder was working in normal condition.
- As per the details submitted by PGVCL for check meter is as under:

PGVCL Meter		L & T Meter Sr. No. 11075322	
Date	Interval Start	KWH(L) Tot	KVAh Wh (I)
17.07.2021	11:00:00	34.2082	35.5102
17.07.2021	11:30:00	33.0612	34.3551
17.07.2021	12:00:00	31.749	32.9674
17.07.2021	12:30:00	32.6041	33.902
17.07.2021	13:00:00	4.9163	5.102
17.07.2021	13:30:00	0	0
17.07.2021	14:00:00	0	0
17.07.2021	14:30:00	0	0
17.07.2021	15:00:00	0	0
17.07.2021	15:30:00	0	0
17.07.2021	16:00:00	0	0
17.07.2021	16:30:00	0	0
17.07.2021	17:00:00	0	0
17.07.2021	17:30:00	0	0
17.07.2021	18:00:00	0	0
17.07.2021	18:30:00	0	0
17.07.2021	19:00:00	0	0
17.07.2021	19:30:00	0	0
17.07.2021	20:00:00	6.5265	6.5429



- From available MRI data of said ABT Meter, it is observed that highest maximum demand except 3.6047 Import_KVA (Dt:17-07-2021 12.15 Hrs.) for July-2021 recorded during is 0.8888 Import_KVA Dt:21-07-2021 @ 2.30 Hrs. Accordingly, maximum demand would become 0.8888 Import_KVA x 2000 (MF) = 1777.6 say 1778 KVA.
- As per laboratory report Dtd.30.12.2021 the meter seal checked and found ok and as per accucheck result Dtd: 02-12-2021 test result is found +0.32% is within permissible limit also MRI report was taken at site inspection.

- The laboratory cannot measure the effect of momentarily surge in microprocessor of the meter. In fact, the laboratory can measure accuracy of the meter, authenticity of seals, tempering done etc.
- It is also reported by meter manufacturer M/s. EDM I in their letter No. EDM I/MKTG/PGVCL/2021-22, dt.29.03.2022 "If ABT meter will be tested for MD or accuracy tests will show normal results. Abnormal MD recording in above case is observed due to momentarily malfunctioning of microprocessor may be due to abnormal surges in the electrical distribution system".
- It is hereby calculated that maximum demand for the slot of 12.15 Hrs. on 17.07.2021 to be considered as 801 KVA instead of 7209 KVA which was recorded due to momentarily malfunctioning of microprocessor as per ABT meter manufacturing M/s. EDM I report.
- Under these circumstances, actual maximum demand must be considered highest of other blocks excluding slot of 12.15 Hrs. on 17.07.2021 which was showing abnormal demand.
- The maximum demand recorded during July-2021 which shows import KVA 0.8888 at 27.07.2021 @ 2:30 The final value considering 2000 MF; maximum demand of 0.8888 x 2000 MF = 1777.6 say 1778 KVA to be considered highest MD for billing purpose for the month of July-2021.



- 5.13 PGVCL is hereby directed to revise energy bill of M/S White House Tiles Pvt. Ltd. At: GIDC Waghasiya Ta.Wankaner for the month of July-2021 considering maximum demand as 1778 KVA instead of 7209 KVA.
- 5.14 The bill may be revised & refund may be adjusted in account of consumer within 30 (Thirty) days from issue of this order.
- 5.15 The consumer grievance is hereby resolved in favor of consumer.

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નોંધ: અરજદાર સદરહુકમથી નારાજ હોય તો સદર હુકમ મળ્યાની તારીખથી દિન ૩૦ માં વિદ્યુત લોકપાલમાં રજૂઆત કરી શકે છે. આ રજૂઆત કરવા માટે ગુજરાતવિદ્યુત નિયંત્રક આયોગ (ગ્રાહક ફરિયાદ નિવારણ ફોરમ અને લોકપાલ) વિનિયમો ૨૦૧૯ જાહેરનામા નં.૨/૨૦૧૯ની કલમ ૩.૧૯ મુજબની બધી શરતો સંતોષવામાં આવેલ હશે તો જ તેવી રજૂઆત લોકપાલ સ્વીકારશે અને કલમ ૩.૧૯ (૮) મુજબ ફરિયાદીએ જરૂરી હોય તો ફોરમના હુકમના સંદર્ભમાં પરવાનેદાર પાસે એક તૃતીયાંશ રકમ જમા કરાવી હોય અને કરેલ ચૂકવણીની સાબિતી રજૂ કરી હોય, તો જ તેવી રજૂઆત લોકપાલ સ્વીકારશે. લોકપાલશ્રીની કચેરીનું સરનામું: વિદ્યુત લોકપાલની કચેરી, બ્લોક નં. ૩, પોલીટેકનીક કમ્પાઉન્ડ, આંબાવાડી, અમદાવાદ-૩૮૦૦૧૫.ફોન નં. (૦૭૯) ૨૬૩૦૨૬૮૯