

## ગ્રાહક ફરિયાદ નિવારણ ફોરમ

પશ્ચિમ ગુજરાત વીજ કંપની લિમિટેડ

રજી. 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; વેબસાઇટ : www.pgvcl.com

પીઝીવીસીએલ/સીજીઆરએફ/૩૩/કવા-૦૨/૨૦૨૧-૨૨/૪૦૮-૩

તારીખ : ૧૮-૦૧-૨૦૨૨

રજી. એડી. પત્ર

પ્રતિ,

ઇકા ગ્રેનાઇટો પ્રાઇવેટ લીમિટેડ

સર્વે નં - ૧૬૪, માટેલ રોડ, નેશનલ હાઇવે, ,

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

પીન કોડ. : ૩૬૩૬૨૧

મોબાઇલ : ૮૦૦૦૪૪૭૩૮૩

વિષય : જાન્યુઆરી-૨૧ ના બીલમાં ખોટા વસુલાચેલા ડિમાન્ડ ચાર્જ અંગે .

સંદર્ભ : આપશ્રીની રજુઆત તા. ૩૧-૦૮-૨૦૨૧.

( અત્રેના ફોરમની નોંધણી નંબર : ૩૩/કવા-૦૨/૨૦૨૧-૨૨ )

મહેદયશ્રી,

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. જી. ગજેરા )

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.

(૩) નાયબ ઈજનેરશ્રી, પ.ગુ.વી.કં.લી., પેટા વિભાગીય કચેરી, વાંકાનેર ગ્રામ્ય-૧.

## ગ્રાહક ફરીયાદ નિવારણ ફોરમ, રાજકોટ

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

CIN:U40102GJ2003SGC042908 website : [www.pgvcl.com](http://www.pgvcl.com)

E-Mail- [forum.pgvcl@gebmail.com](mailto:forum.pgvcl@gebmail.com)

પી.જી.વી.સી.એલ./સીજીઆરએફ/૩૩/કવા-૨/૨૧-૨૨/ ૫૦૪-૩

તા. ૧૪-૦૧-૨૨

૨૦૦૩ ના ભારતીય વીજળી અધિનિયમની કલમ ૪૨ (૫) 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-૩૩/કવા-૨/૨૧-૨૨

અરજદાર : ઇકા ગ્રેનાઈટો પ્રાઈવેટ લીમિટેડ ગામ: લાકડધર  
પેટા વિભાગીય કચેરી : વાંકાનેર ગ્રામ્ય-૧  
રજૂઆત કરનાર : અરજદાર વતી તેના પ્રતિનિધિ તરીકે વિક્રમશાહ અને નિતાઈ રાઠોડ હાજર રહેલ છે.

:: વિરુદ્ધ ::

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

:: ફોરમ ::

૧) ચેરપર્સન - શ્રી એન.સી.મકવાણા  
૨) મેમ્બર સ્વતંત્ર - શ્રીમતી નિતીનાબેન એચ. જોષી

સુનાવણી સ્થળ: કોન્ફરન્સ હોલ, પીજીવીસીએલ, વર્તુળ કચેરી, મોરબી  
તારીખ: ૦૫-૦૧-૨૦૨૨ (બુધવાર)



૧.૦ સદર કેસની સુનાવણી તા.૨૯-૦૯-૨૧ ના રોજ રાખવામાં આવેલ હતી જેમાં અરજદાર વતી તેના પ્રતિનિધિ તરીકે વસંતભાઈ આર. પટેલ હાજર રહેલ છે તેમજ પી.જી.વી.સી.એલ. પક્ષકાર તરફથી એસ.આર. સંકજા કાર્યપાલક ઈજનેર શ્રી પી.જી.વી.સી.એલ. વિભાગીય કચેરી - વાંકાનેર હાજર રહેલ હતા જેમાં ફોરમની સુચના મુજબ સવાલવાળા મીટરનો કંપનીનો રીપોર્ટ અને ટેકનીકલ પેરામીટર રજૂ કરવા અરજદારને જણાવેલ. ત્યારબાદ સદર કેઈસની સુનાવણી તા.૧૮-૧૨-૨૦૨૧ ના રોજ રાખવામાં આવેલ હતી જેમાં અરજદાર હાજર સદર મીટીંગમાં હાજર રહી શકશે નહિ તે બાબતનો ઈમેઈલ તા.૧૫-૧૨-૨૦૨૧ ના રોજ ફોરમને મોકલાવેલ તે મુજબ અરજદાર સદર સુનાવણીમાં ગેરહાજર હતા જ્યારે પી.જી.વી.સી.એલ. પક્ષકાર તરફથી એસ.આર. સંકજા કાર્યપાલક ઈજનેર શ્રી પી.જી.વી.સી.એલ. વિભાગીય કચેરી - વાંકાનેર હાજર રહેલ હતા. ત્યારબાદ

અરજદારને સુનાવણી માટે તા.૦૫-૦૧-૨૦૨૨ ના રોજ વધુ એક તક આપતા જેમાં ઉપર મુજબના પક્ષકારો હાજર રહેલ હતા.

**:: Representation of Applicant::**

2.0 Applicant is one of the prominent ceramic tiles and other products manufacturers. Applicant having H.T. Connection No.33265 (2200KVA) in the name of M/S Ikaa Granito Pvt. Ltd., At: Matel, Ta: Wankaner.

They were pained a lot on receipt of their Monthly energy bill of January 2021 due to wrong recorded of Demand charge. They produce hereunder point wise facts causing us an immediate difficulty & grievance thereof.

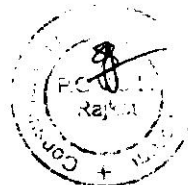
- (1) During the Month- Jan 2021, ABT Meter recorded 3827KVA Maximum demand. Accordingly bill of January 2021 issued with 3827KVA which was not justifiable. In this regard applicant had represented to the concerned authorities of PGVCL but not get natural justice.
- (2) As per the MRI data, it was clearly revealed that excess demand was recorded at 14:30Hours on 5th January 2021 as per the following details mentioned here under.

Date	Time	Import KWH	Import KVAH	Import KVARH lag	Import KWH Total
05.01.2021	14:30	0.10649	0.319	0	0.1063
05.01.2021	14:45	0	0	0	0

- (3) As per Electrical Engineering nomenclature, meter can measure only Active and Reactive parts of the energy. While apparent energy (KVAH) is a derived parameter. Meter displays KVAH after deriving it mathematically through microprocessor as per theory of Pythagoras. In case of any fault in microprocessor meter would display wrong KVAH.
- (4) If derive KVAH from KWH and KVARH by applying formula,  $\text{Import KVAH} = \sqrt{(\text{Import KWH})^2 + (\text{import KVARH lag})^2}$  for 15Minutes block KVAH shall be 0.10649 (instead of 0.319) and KVA demand shall be 0.6527 (instead of 1.2757) and actual demand will be 1958.1KVA instead of 3827KVA.
- (5) As per MRI Data import KWH for subsequent one-time block was zero.
- (6) PGVCL has installed Check meter Secure Make Sr. No. PH5A 2150, at applicant premises the said check meter has recorded normal demand during the disputed time block and month January 2021 was 2214KVA.
- (7) This type of same matter of abnormal demand recording in EDMI Make ABT meter have arised in the others installations of Morbi area. Applicant has mentioned a few cases for your kind perusal please.

- (i) M/S Siyaram Granito Pvt Ltd, At: Jivapar, Con no.32998-Ombudsman Case no.92/2018
- (ii) M/S Qutone Granito Pvt Ltd, At: Dhuva, Con no.32620-Ombudsman Case no.80/2018
- (iii) M/S Monarch Ceramics, At: Morbi, Con no. 26518 -Ombudsman Case no.79/2018

In all above cases Hon. Ombudsman has given order to PGVCL to consider check meter maximum demand and revise all three consumers billed accordingly.



Moreover, applicant has also mentioned following few cases in which H.T. consumers have been credited the excess demand charge in EDM I Make ABT meter of Wankaner division.

(1) M/S Fiorenza Granito Pvt Ltd, Con no. 33226- 4000KVA, at: Ratavida, wrongly demand recorded- 12616 KVA in the Month June-2019. Excess demand charge was credited in the July 2019.

(2) M/S Granoland Tiles LLP, Con no. 33224 -2400KVA, at: Matel, wrongly demand recorded- 3228KVA in the Month of Aug 2019. Excess demand charge was credited in the Oct 2019.

(8) As per GERC supply code 2015 Clause No. 6.58 "in case of defective/stuck/stopped/burnt meter, the consumer shall be billed on basis of average consumption of past three billing cycles immediately preceding the date of the past the meter being found/reported defective".

(9) In view of the above, actual demand in previous three months was as under:

Month	Actual Demand
Dec 2020	2087
Nov 2019	2063
Oct 2019	2113
Average	2087.67

Applicant represented that during fifteen minutes block in maximum demand shoot in one time for a single instant should not cause any monetary damage or burden to both parties is against the natural justice also.

Considering above facts applicant has requested to the Forum to order the concerned PGVCL authority to revise their disputed bill of January 2021 by considering either Standard formula OR check meter demand recorded OR Average actual demand of previous three billing cycles and give them justice.

2.1 As per the hearing on Dtd:29-09-2021 required details has been submitted by applicant M/S ikaa Granito Pvt. Ltd., Con no.33265, At: Matel, as under.

(1) 11KV CTPT detail- Make Narayan , Sr No. NP-730, 0.2S class of accuracy, CT Ratio - 150/5Amp, PT ratio-11KV/110Volt.

(2) 11KV Distribution Transformer Detail- Make-Volt amp, Sr. no. JN 46703/1, Voltage - 11KV/440Volt Rating-3000KVA, Full load current HV -157.5Amp, LV-4000Amp, 50Hz, IS-2026

(3) 11KV Breaker details- Make-Siemens, Sr. no.N8 41184, Rating-3Ph 3W, 50Hz,26.3KA/3Sec, 1250Amp, Indoor Type, Connected CT Ratio-200/5Amp.

(4) PGVCL Check meter MD-EDMI ABT meter was removed from site on dt:11.2.2021. Division office Wankaner have given HT checking sheet vide Letter 1095 Dt:16.2.21 with PGVCL check meter, Make-Secure (Premier -250), HT reading sheet in which Sr no.26 UH1 KVA parameter, indicate from 16 Dec 2020 to 15 Jan 2021, Max demand record is 73.8 x 30 MF=2214KVA. Therefore, PGVCL check meter demand was 2214KVA during month- Jan 2021. HT Checking sheet copy submitted to Forum.

(5) EDM I company letter and calculation sheet submitted to Forum.

(6) Actual demand KVA recorded in meter from date of connection to Month-Jan 2021

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Max
2017						690	2037	1986	2094	2190	2070	2138	2190
2018	2177	2161	2206	2158	2183	2125	2099	2131	2102	2098	2138	2022	2206
2019	2063	1973	2069	2178	2078	2094	2148	2036	2176	2113	2063	2087	2178



2020	2124	2171	2186	110	2044	2085	2017	2045	2090	2217	2266	2202	2266
2021	3827												3827

(7) Actual demand KVA recorded in meter after Jan 2021:

Year / Month	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
2021	2229	2226	2268	2334	3800	2949	4037	4021	3854

Note :From Date: 03.06.2021 applicant connection load increased 1800KVA was released by PGVCL as per application due to expansion unit from Date 03.06.2021 contract demand increased from 2200 KVA to 4000KVA.

(8) MD Calculation formula - After studying the MRI data, it was clearly revealed that excess demand was recorded at 14:30Hours on 5th January 2021 as per details mentioned here under.

Date	Time	Import KWH	Import KVAH	Import KVARH lag	Import KWH Total
05-01-21	14:30	0.10649	0.319	0:00	0.1063
05-01-21	14:45	0	0	0	0

If derive KVAH from KWH and KVARH by applying formula, Import KVAH=  $\text{SQRT} \{ (\text{Import KWH})^2 + (\text{Import KVARH lag})^2 \}$  for 15 Minutes block KVAH shall be 0.10649 (instead of 0.319) and KVA demand shall be 0.426 (instead of 1.2757). So actual demand will be 1276KVA instead of 3827KVA. Calculation is under.

$$\text{Import KVAH} = \text{SQRT} \{ (0.10649)^2 + (0)^2 \} = 0.10649 \times 4 = 0.42596 \times 3000\text{MF} = 1276\text{KVA}.$$

Applicant represented past actual demand will be 1958.1 KVA due to mistake.

2.2 Applicant has further represented during the hearing on dtd: 05-01-2022 as following.

(1) As per Central Electricity Authority section 2 (1) (i) definition of Check meter

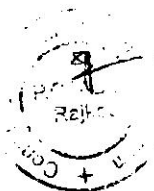
**'Check Meter' means a meter, which shall be connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected and shall be used for accounting and billing of electricity in case of failure of main meter.**

In said case, check meter is provided by the respondent PGVCL, which is properly calibrated and sealed by the respondent.

(2) Regarding main meter, the manufacture company has opined that:

**"Abnormal MD recording in above case is observed, due to momentarily malfunctioning of microprocessor may be due to abnormal surges in electrical distribution system."**

(3) The meter MRI data of date:5.1.21 suggests that the KVAh calculated as per the calculation is always match with the KVAh recorded as per MRI except for the time slot of 14.30 hours. This confirms that the malfunctioning of meter is momentarily and after the surge, it started working properly and tested okay in the laboratory. This type of momentary malfunctioning is in normal terms known as 'hang up' and very common in microprocessor based articles including mobile.



(4) The technical parameters, the physical electrical installation limitation and meter functioning algorithm along with the meter manufacturer opinion lead us to conclude that the meter was not working properly at the time of recording of impossible demand of 3872 KVA.

(5) When the meter is not working properly we have to consider GERC Supply Code 2015 Clause 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."

In said case, the data of average consumption of past 3 billing cycle is available and check meter is also available.

As the data is available in check meter provided by the respondent, for the purpose when the ABT meter is not working properly; the same cannot be ignored.

The demand recorded in the check meter was 2214 KVA for that particular time segment. The same should be considered for that period and accordingly, the maximum demand recorded during the month should be considered for billing and bill should be revised.

(6) In case No. 80 of 2018 M/s Qutone Granito Private Ltd. Vs Executive Engineer PGVCL, Wankaner, the Hon'ble Ombudsman ordered that bill should be revised as per data of check meter.

(7) Recently, CGRF of PGVCL at Rajkot in a similar case No. 5/Q2/21-22 M/s Noken Vitrified Private Limited Vs Executive Engineer PGVCL, Morbi, ordered to revise the bill considering the maximum demand recorded in other time segment, neglecting the abnormal demand recorded in a particular segment.

Considering above representation at various stage, it is requested to revise the bill by neglecting the maximum demand recorded in a particular segment due to probable malfunctioning of microchip as per regulations on CEA meter regulations 2006 and clause of GERC Supply code 2015.

### **:: Meter Manufacturer's Report ::**

3.0 During the forum hearing on dtd. 29.09.2021 Forum has directed to applicant to submit the opinion of the said meter from meter manufacturer's company. In response to that, applicant has forwarded clarification of said ABT meter of M/s. Ikka Granito Pvt. Ltd. At:Matel Ta.Wankaner vide letter no. EDMI/MKTG/PGVCL/2021-22 dtd.04.11.2021 from meter manufacturer's company- M/s. EDMI India Pvt. Ltd. through applicant covering letter Dtd: 17.11.2021. M/s. EDMI India Pvt. Ltd. has submitted following observation as per downloaded data of ABT meter having serial no. GJ-3937-B of M/s. Ikka Granito Pvt. Ltd., At:Matel Ta.Wankaner

- Abnormal MD recording on dtd.5.1.2021 @ 14.30 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. 5.1.2021 @ 14.30 Hrs. & did not match with calculated KVAH with above formula. For particular 15 min block KVAH shall be 0.10649 (instead of 0.319) & KVA demand shall be 0.6527 (instead of 1.2757)
- 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 attached 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.

EDMI ABT METER SR. NO. GJ-3937-B -/110V, -/5A							
Record No.	DateTime	Import kWh Fund	Import kVAh	Import kVArh Lag	Derived (calculated) Import KVAH = $\sqrt{(\text{Import KWH}^2 + \text{Import KVArhlag}^2)}$	KVA demand as per load survey KVAH x4	KVA demand as per calculated KVAH x4
117668	05-01-21 09:45	0.13711	0.137	0	0.13711	0.548	0.548
117669	05-01-21 10:00	0.13465	0.134	0	0.13465	0.536	0.539
117670	05-01-21 10:15	0.13478	0.134	0	0.13478	0.536	0.539
117671	05-01-21 10:30	0.12915	0.129	0	0.12915	0.516	0.517
117672	05-01-21 10:45	0.11888	0.119	0	0.11888	0.476	0.476
117673	05-01-21 11:00	0.11907	0.119	0	0.11907	0.476	0.476
117674	05-01-21 11:15	0.11917	0.119	0	0.11917	0.476	0.477
117675	05-01-21 11:30	0.115	0.115	0	0.11500	0.46	0.460
117676	05-01-21 11:45	0.11543	0.115	0	0.11543	0.46	0.462
117677	05-01-21 12:00	0.10923	0.109	0	0.10923	0.436	0.437
117678	05-01-21 12:15	0.11578	0.116	0	0.11578	0.464	0.463
117679	05-01-21 12:30	0.11673	0.116	0	0.11673	0.464	0.467
117680	05-01-21 12:45	0.12012	0.12	0	0.12012	0.48	0.480
117681	05-01-21 13:00	0.11987	0.12	0	0.11987	0.48	0.479
117682	05-01-21 13:15	0.11419	0.114	0	0.11419	0.456	0.457
117683	05-01-21 13:30	0.11735	0.117	0	0.11735	0.468	0.469
117684	05-01-21 13:45	0.11839	0.118	0	0.11839	0.472	0.474
117685	05-01-21 14:00	0.12526	0.125	0	0.12526	0.5	0.501
117686	05-01-21 14:15	0.12818	0.128	0	0.12818	0.512	0.513
117687	05-01-21 14:30	0.10649	0.319	0	0.10649	1.27577	0.125
117688	05-01-21 14:45	0	0	0	0.00000	0	0.000
117689	05-01-21 15:00	0.2298	0.023	0.0002	0.22980	0.092	0.919
117690	05-01-21 15:15	0.04683	0.047	0	0.04683	0.188	0.187



**:: પી.જી.વી.સી.એલ.ની રજૂઆત ::**

૪.૦ અરજદારની રજૂઆત અન્વયે- પી.જી.વી.સી.એલ. પક્ષકાર તરફથી જણાવાયેલ કે અરજદારશ્રી ઈકકા ગ્રેનીટો પ્રા. લી. ગ્રાહક નંબર ૩૩૨૬૫ થી ૨૨૦૦ કેવીએનું એચ.ટી. વિજ્ઞોડાણ ધરાવે છે તથા તેઓ ઓપન એક્સેસ ગ્રાહક છે.

સદર ગ્રાહકના ABT મીટર (GJ3937B, MAKE : EDM1 ) ની MRI data ની નકલ ફોરમ સમક્ષ રજૂ કરેલ છે. સદર MRI data મુજબ ગ્રાહકની ડિમાંડ ABT મીટર મુજબ 1.27577KVA તા.05.01.2021 અને 14.30 કલાકે નોંધાયેલ છે. જેનો MF 3000 નો હોઈ 1.27577\*3000= 3827 KVA થાય. આમ ટોટલ ડિમાંડ 3827 KVA મુજબજ ડિમાંડ ચાર્જ વસૂલ કરેલ છે આમ મીટરમાં જે ડિમાંડ નોંધાયેલ છે તે મુજબ જ ડિમાંડનું બીલ આપવામાં આવેલ છે. સદર ગ્રાહક ઓપન એક્સેસ ગ્રાહક હોઈ ABT મીટર ના ૧૫ મિનિટ ના બ્લોક મુજબ રેકર્ડ થયેલ મેક્સીમમ ડિમાંડ મુજબ બિલિંગ કરેલ છે.

૪.૧ તા.૧૧.૦૨.૨૦૨૧ ના રોજ સદર એચ.ટી. વીજ્ઞોડાણ ગ્રાહકના પ્રતિનિધિની હાજરીમાં ચેક કરેલ છે અને સદર મીટર ની Accuracy બરાબર માલૂમ પડેલ છે જે ચેકિંગશીટની નકલ ફોરમ સમક્ષ રજૂ કરેલ છે. સદર ABT મીટરને વધુ ખરાઈ અર્થે ચેકીંગના દિવસે પેપર પેક કરેલ છે અને તા.૨૦.૦૨.૨૦૨૧ ના રોજ પેપર પેક કરેલ ABT મીટરને લેબમાં ચેક કરેલ છે જેમાં પણ સદર મીટરમાં કોઈ ખામી જણાયેલ નથી. વધુમાં જણાવવાનું કે અત્રેની કચેરીપત્ર નંબર ૪૪૭૨ તા.૦૯.૦૮.૨૦૨૧ થી સદર ગ્રાહકને સદર બાબતથી વાકેફ કરેલ છે.

૪.૨ ઉપરોક્ત સવાલવાળા મીટરમાં કોઈ ખામી જણાયેલ ન હોવાથી, મીટરમાં નોંધાયેલ ડિમાંડ મુજબજ ગ્રાહકને બીલ આપવામાં આવેલ છે, જાન્યુઆરી-૨૦૨૧ ના બીલમાં એબનોર્મલ એમ.ડી. અન્વયે બીલ રીવાઈઝ કરવાનો પ્રશ્ન ઉપસ્થિત થતો નથી.

**:: 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 Ikaa Granito Pvt. Ltd. is a company registered under company act engaged in manufacturing of tiles and other related products having their plant situated at Village: Matel Ta.Wankaner Dist. Morbi. The company is having 2200 KVA HT Connection bearing consumer No. 33265 under HTP-I tariff. This consumer is fed power supply through 11 KV Ikaa Feeder emanating from 66 KV Dhuva S/s. This HT consumer falls under jurisdiction of PGVCL Wankaner Division. This consumer is provided with 11KV/110Votts, 150/5 Amp. CTPT unit for metering purpose. This HT connection was released by PGVCL on Dtd:26.05.2017.

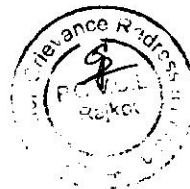
5.2 M/S Ikaa Granito Pvt. Ltd. Consumer No. 33265 contract demand 2200KVA is an open access consumer metered through self ABT meter. During monthly billing of this HT consumer for the month of Jan 2021, remote metering on line MRI Data was collected by Wankaner





Division on Dt.02.02.2021. MRI data was showing maximum billing demand recorded to be 1.27577 KVA x 3000 MF = 3827.31 KVA, Say 3827 KVA for the month of January-2021.

- 5.3 As compared to contract demand of 2200 KVA, the maximum demand of 3827 KVA recorded for the month of January-2021 was found much excessive. Accordingly, aforesaid HT connection was thoroughly checked on Dt.11.02.2021 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. Dt.11.02.2021 & this particular meter was jointly inspected on Dt.20.02.2021 at PGVCL laboratory by team PGVCL in presence of authorized signatory - M/S Ikaa Granito Pvt. Ltd.
- 5.4 After careful study of MRI data of consumer, self ABT meter (GJ 3937 B – Make EDMi); consumer maximum demand found to be 1.27577 KVA recorded on dtd. 05.01.2021 @ 14.30 Hrs. Considering MF – total demand found recorded to be 1.27577 KVA x 3000 MF = 3827.31 KVA = 3827 KVA. Accordingly, this HT consumer was billed for maximum demand 3827 KVA for the month of January-2021.
- 5.5 Aggrieved with the billing of the month of January-2021, consumer registered his grievance before CGRF Rajkot to decide correct billing demand & revise energy bill for the month January-2021.
- 5.6 As per PGVCL written submission, in series of ABT meter PGVCL has installed as a check meter of 0.5 class having meter serial number PH5A2150. PGVCL check meter and ABT Meter clock timing compared and observed that ABT meter is lagging 06 min. with respect to PGVCL check meter. Accordingly energy recorded during the time slot 14.30 to 15.00 Hrs. on Dt:05-01-2021 as mentioned below.
- KWH=4.84, KVAH=4.84 and PF=1.000, KVA=9.68
- 5.7 As per record, it is observed that 11 KV Ikaa Industrial Feeder emanating from 66 KV Dhuva S/s was under line clearance permit due to jumper work during the period 14:25Hrs. to 14:45 Hrs. on Dtd:05.01.2021.
- 5.8 PGVCL insisted that energy bill is given on the basis of maximum demand actually recorded in self ABT meter for the month of January-2021. PGVCL opined not to revise the bill for the month of January-2021.
- 5.9 The Forum has gone through written submission of PGVCL as well as HT consumer M/S Ikaa Granito Pvt. Ltd. The Forum has also studied clarification of meter manufacturer – EDMi vide his letter No. EDMi/MKTG/PGVCL/2021-22 Dtd:04.11.2021.



5.10 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 2200 KVA bearing Consumer No. 33265 was released on dt.26.05.2017. Since released of connection in the month of May-2017, consumer has crossed contract demand of 2200 KVA during the billing period Oct-2020 (2217KVA), Nov-2020 (2266KVA) and Dec-2020 (2202KVA) & thereafter till to date.
- The consumer is fed power supply through 11 KV/110 Volts – 150/5 Amp CTPT unit.
- As per consumer's written submission, connected switchgear like transformers and switches are as under.
  - 11KV CTPT detail- Make Narayan , Sr No. NP-730, 0.2S class of accuracy, CT Ratio - 150/5Amp, PT ratio-11KV/110Volt.
  - 11KV Distribution Transformer Detail- Make-Volt amp, Sr. no. JN 46703/1, Voltage -11KV/440Volt Rating-3000KVA, Full load current HV -157.5Amp, LV-4000Amp, 50Hz,IS-2026
  - 11KV Breaker details- Make-Siemens, Sr. no.N8 41184, Rating-3Ph 3W, 50Hz,26.3KA/3Sec, 1250Amp, Indoor Type, Connected CT Ratio-200/5Amp.
- Also, there is no visible purpose or any kind of requirement at consumer end to utilize demand more than 1.73 (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) where as KVAH (apparent energy) is calculated from the basic data as per standard formula:

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

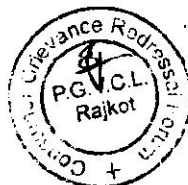
As per MRI analysis, the incident of abnormal demand occurred at 14.30Hrs. on dt.05.01.2021. The data as per MRI is summarized below.

EDMI ABT METER SR. NO. GJ-3937-B -/110V, -/5A							
Record No.	DateTime	Import kWh Fund	Import kVAh	Import kVArh Lag	Derived (calculated) Import KVAH = $\sqrt{(\text{Import KWH}^2 + \text{Import KVArhlag}^2)}$	KVA demand as per load survey KVAH x4	KVA demand as per calculated KVAH x4
117686	05-01-21 14:15	0.12818	0.128	0	0.12818	0.512	0.513
117687	05-01-21 14:30	0.10649	0.319	0	0.10649	1.27577	0.426
117688	05-01-21 14:45	0	0	0	0.00000	0	0.000
117689	05-01-21 15:00	0.2298	0.023	0.0002	0.22980	0.092	0.919



- The ABT meter displayed 1.276KVAH instead of calculated 0.426 KVAH. This resulted into maximum demand for January-2021 to become  
 $= 0.319\text{KVAH} \times 04 \times 3000 \text{ MF}$   
 $= 1.27577 \text{ KVA} \times 3000 \text{ MF} = 3827\text{KVA} (3827.31 \text{ KVA})$
- 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 = 0.10649 KVAH x 04 x 3000  
Maximum demand = 0.42596 KVA x 3000  
Maximum demand = 1277.88 KVA, Say 1278 KVA  
Hence calculated maximum demand for 15 minutes' slot @ 14.30 Hrs. on 05.01.2021 will become 1278 KVA as correct demand instead of recorded demand 3827 KVA.
- As per MRI analysis, the next 15 slots after 14.30 Hrs. on 05.01.2021 – shows zero in all parameters. It is very clear from record that there was heavy surge in 11 KV Ikka Industrial Feeder on 05.01.2021 @ 14.30 Hrs. & feeder remained under line clear permit for repairing of Jumper work time period: 14.25 Hrs. to 14.45 Hrs. Abnormal MD recording in above case is observed due to momentarily malfunctioning of microprocessor of ABT meter due to heavy surge in 11 KV distribution system resulting into wrong recording of KVA demand in particular slot.
- As per MRI, import KWH shows 0.10649 and import KVAH shows 0.319 for the particular slot.  
On the basis of recorded power factor  
= KWH/KVAH = 0.10649 / 0.319 = 0.33  
Whereas on the basis of calculated KVAH power factor  
KWH = 0.10649 = 1  
KVAH 0.10649
- As per MRI analysis, all other slots except the slot of 15 minutes @ 14.30 Hrs. on 05.01.2021; power factor is almost unity. Hence, sudden fall in power factor only for 15 minutes and sudden rise in power factor after 15 minutes is practically not possible. Hence recorded import power factor showing 0.33 value @ 14.30 Hrs. on 05.01.2021 cannot be considered as true power factor value. It must be considered as "unity" for that particular slot.
- From available MRI data, it is observed that highest maximum demand for January-2021 recorded during time zone TOD 3 is 1.27577 Dt:05-01-21@(14.30Hrs.) Accordingly, maximum demand would become 1.27577 x 3000 (MF) = 3827.31 say 3827 KVA.
- As per laboratory report Dtd.20.2.2021 the meter is okay and it is an abnormal high. 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.04.11.2021 "If ABT meter will be tested for MD or accuracy tests will show normal results. Hence, this is not a case of defective meter but momentarily malfunctioning of ABT meter which cannot be measured".
- It is hereby calculated that maximum demand for the slot of 14.30 Hrs. on 05.01.2021 to be considered as 1278 KVA instead of 3827 KVA which was recorded due to heavy



surge of 11 KV Ikaa Industrial Feeder emanating from 66 KV Dhuva S/s. Under these circumstances, actual maximum demand must be considered highest of other blocks excluding slot of 14.30 Hrs. on 05.01.2021 which was showing abnormal demand.

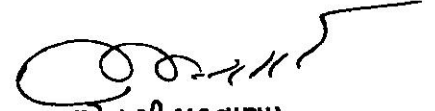
- The maximum demand recorded during time zone TOD1 which shows import KVA 0.7328. The final value considering 3000 MF; maximum demand of 0.7328 x 3000 MF = 2198.4 say 2198 KVA to be considered highest MD for billing purpose for the month of January-2021.

5.11 PGVCL is hereby directed to revise energy bill of M/S Ikaa Granito Pvt. Ltd., At:Matel for the month of January-2021 considering maximum demand as 2198 KVA instead of 3827 KVA.

5.12 The bill may be revised & refund may be adjusted in account of consumer within 30 (Thirty) days from issue of this order.

5.13 The consumer grievance is hereby resolved in favour of consumer.

સુભાષી મહિવા  
(એન.એચ.જોષી)  
સભ્ય (સ્વતંત્ર)

  
(એન.સી.મકવાણા)  
ચેરપર્સન

નોંધ: અરજદાર સદરહુકમથી નારાજ હોય તો સદર હુકમ મળ્યાની તારીખથી દિન ૩૦ માં વિદ્યુત લોકપાલમાં રજૂઆત કરી શકે છે. આ રજૂઆત કરવા માટે ગુજરાત વિદ્યુત 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 ફરેલ 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

