

**GUJARAT ELECTRICITY REGULATORY COMMISSION  
BEFORE THE ELECTRICITY OMBUDSMAN, GUJARAT STATE  
Polytechnic Compound, Barrack No.3, Ambawadi,  
Ahmedabad-380015**

**CASE NO. 45/2018**

**Appellant:** Shri Vinubhai Naranbhai Bhalala  
Plot No.8A, Anjani Industrial Estate  
V-4, C-1, Bharthana. Surat-395007.

**Represented by:** Shri J.N.Gandhi, Authorized representative.

**V/s.**

**Respondent:** Deputy Engineer,  
Dakshin Gujarat Vij Company Limited  
Sub-Division Office, Palak Residency, First Floor,  
Cross Road,KOSAD-394107. Dist.Surat

**Represented by:** Shri G.R.Vasave, DE, DGVCL, Kosad.

**:::PROCEEDINGS:::**

- 1.0.** The Appellant had submitted representation aggrieving with the order No.7711 dated 27.04.2018 passed by the Consumer Grievances Redressal Forum, Dakshin Gujarat Vij Company Limited, Surat, in case No.10/2018-19. The representation was registered at this office as Case No.45/2018. The hearing of this case was kept on 21.06.2018.
- 2.0.** Appellant has represented the case as under.
  - 2.1.** Appellant is a consumer of Respondent, having contracted demand of 63.4 KW under LTMD category, bearing consumer No.14880/01046/4. Appellant is having a textile unit and running machineries are looms, TFO etc.
  - 2.2.** The connection of Appellant was checked by I.C.Squad, Valsad on 28.06.2016. It was found that the connected load was 56.13 KW. On display 'R-phase' PT shows 24Volts while other two phase 'Y' and 'B' shows 388V and 318V respectively. Slowness was derived by

Accucheck meter and meter was found slow by 49.34%. Meter was replaced by new one. Meter was wrapped and sent to Laboratory for further testing. Seals on meter MMB, Terminal Cover and on meter were found OK.

- 2.3. It is stated that the replaced meter was brought to laboratory on 22.12.17, i.e. after one and half year. During laboratory inspection, seals and Terminal Block condition were found OK. MRI of meter was taken and it was found that 'R' phase PT was missing since 03.07.14, which was restored in Laboratory on 22.12.17 by providing direct PT to meter as R-phase found separated from meter. It was concluded that meter running slow by 49.34%.
- 2.4. Vide letter dated 02.01.18, DE, Kosad had issued supplementary bill of Rs. 5,58,735.08 considering slowness of meter of 49.34%, and assessing units for the past six months i.e. from 31.12.15 to 28.06.16.
- 2.5. It is submitted that meter was not checked in the laboratory in the position collected from the site. The R-phase was found disconnected from meter during transit period and meter was kept for one and year at office of Respondent. In the laboratory meter was not tested on meter testing bench, which is not correct. It is stated that when two phases voltage show correct voltage and if one phase shows less voltage, even then meter cannot run 50% slow when there is balance condition in phase current. Theoretically it comes out 33%, hence there is some mistake while taking reading at the time of slowness derived on site.
- 2.6. It is submitted that Appellant has paid 1/3<sup>rd</sup> amount Rs.1,86,245/- against supplementary bill issued by Respondent. It was submitted that the Forum order dated 24.04.18 was received on 16.05.18 and represented the case before Ombudsman on 30.05.18, hence Appellant had requested to Condon the delay.
- 2.7. It is submitted that one phase of voltage missing duration of past six months is not available. The Forum has shown table and assumed

preparation of data of one year from the date of occurrence. Tampered data 173.05.15 single phase PT missing shows for duration 03.07.14 to 28.06.16. So propitiation hours may be taken for the period of six months. In this case Forum has without any concrete evidence and applied logic for consideration of slowness period, which cannot be relied upon.

2.8. Appellant has requested that looking to the above mentioned technical ground, Respondent may be directed to revise the supplementary bill.

**3.0.** Respondent has represented the case as under.

3.1. Appellant is having industrial connection at Plot No.8A, Anjani Industries-4, C-1, Barthana, Kosad, Surat, having consumer No. 14880/01046/4 for contracted load of 63.5 KW under LTMD tariff.

3.2. On 28.06.2016 meter having No. DGST39256 of Appellant was checked with Accucheck meter by I.C.Squad and meter was found running slow by 49.34%. As per checking sheet No.4192 submitted by I.C.Squad to Kosad sub-division, meter reading was 314650 KWH. Copy of checking sheet was submitted by Respondent.

As per checking sheet, details of meter are as under:

Make: Secure. Sr.No. DGS39256  
 Type: E3T105. Capacity: 3 x 200/5A.  
 Meter reading: 314606 KWh. 266745 KVArh.  
 413104 KVAh.

Present MD: 29.7 KW  
 Billing MD: 29.4KW

Meter parameters:

	R-phase	Y-phase	B-phase
Instantaneous voltage	0.7	197.9	196.3
Instantaneous current	95.06	97.58	97.99

Accucheck parameters:

P1	229.5V	C1	96.3A
P2	229.3V	C2	96.1A
P3	229.5V	C3	94.4A
PF	0.76	Load	49.7KW

Percentage error: -49.34%.

It is observed that meter R-phase PT was missing, therefore phase to phase voltage was measured and it was found that R-Y = 24 V, Y-B = 388V and R-B = 018V.

Meter MMB along with service cable was removed from site for laboratory inspection and new meter was installed. Accuracy of new meter was also measured and it was found within permissible limit.

- 3.3. On 22.12.17 vide Sheet No.7893 meter was inspected at Laboratory. Meter R-phase PT wire was found disconnected. Meter MRI data was retrieved. As per MRI data, R-phase voltage was found missing from 03.07.14 onwards.
- 3.4. It is submitted that as per meter checking on 28.06.16 meter was found running slow by 49.34% and as per MRI data meter R-phase PT was found missing, supplementary bill of Rs.5,58,735.08 for the period of 31.12.15 to 28.06.16 was issued to Appellant.
- 3.5. Consumption of Appellant is as under:

Sr. No.	Billing month	Date of reading	Reading	Consumption	Days
1	July billed in Aug.14	09.08.14	5473	34	-
2	Aug billed in Sept.14	17.09.14	13844	8371	39
3	Sept. billed in Oct.14	21.10.14	22155	8311	34
4	Oct. billed in Nov.14	08.12.14	31334	9179	48
5	Nov. billed in Dec.14	07.01.15	41919	10585	30
6	Dec.14 billed in Jan.15	30.01.15	51609	9688	23
7	Jan. billed in Feb.15	26.02.15	63485	11878	27
8	Feb. billed in March,15	18.03.15	71773	8288	20
9	March billed in Apr.15	27.03.15	75821	4048	40
10	Apr. billed in May,15	29.04.15	90439	14618	33
11	May billed in June,15	20.05.15	100080	9641	21
12	June billed in July,15	21.06.15	115148	15068	32
13	July billed in Aug.15	27.07.15	137157	22009	36
14	Aug. billed in Sept.15	01.09.15	158719	21562	44
15	Sept. billed in Oct.15	02.10.15	178827	20108	31
16	Oct. billed in Nov.15	25.10.15	193711	14884	23
17	Nov. billed in Dec.15	26.11.15	209390	15679	32
18	Dec.15 billed in Jan.16	22.12.15	215300	5910	26
19	Jan. billed in Feb.16	20.01.16	234175	18875	29
20	Feb. billed in March,16	18.02.16	254359	20184	2
21	March billed in Apr.16	18.03.16	275578	21219	29
22	Apr. billed in May,16	22.04.16	291993	16415	35
23	May billed in June,16	20.05.16	297389	5396	28
24	June billed in July,16	23.06.16	312145	14756	34
25	July billed in Aug.16	23.07.16	22500	24919	30
26	Aug. billed in Sept.16	19.08.16	54660	32160	28
27	Sept. billed in Oct.16	19.09.16	86132	31472	31

28	Oct. billed in Nov.16	14.10.16	113618	27486	25
29	Nov. billed in Dec.16	19.11.16	134572	20954	36
30	Dec.16 billed in Jan.17	18.12.16	146848	12276	29
31	Jan. billed in Feb.17	17.01.07	178704	31856	30
32	Feb. billed in March,17	14.02.17	211994	32290	28
33	March billed in Apr.17	15.03.17	236944	24950	29
34	Apr. billed in May,17	18.04.17	263848	26904	34
35	May billed in June,17	18.05.17	278626	14778	30
36	June billed in July,17	16.06.17	303969	25343	29
37	July billed in Aug,17	17.07.17	325233	21264	30
38	Aug. billed in Sept.17	16.08.17	349133	23900	30
39	Sept. billed in Oct.17	18.09.17	388399	39266	33
40	Oct. billed in Nov.17	14.10.17	420959	32560	26
41	Nov. billed in Dec.17	19.11.17	453400	32441	36
42	Dec.17 billed in Jan.18	17.12.17	492529	39129	28
43	Jan. billed in Feb.18	18.01.18	537761	45232	32
44	Feb. billed in March,18	17.02.18	578537	40776	31
45	March billed in Apr.18	13.03.18	608544	30007	24
46	Apr. billed in May,18	18.04.18	652201	43657	36
47	May billed in June,18	18.05.18	687093	34892	30

3.6. As per the consumption analyses, consumption of Appellant was recorded less during the period December,2015 to June,2016. Therefore, supplementary bill issued to Appellant is in order. Respondent has submitted copy of Checking Sheet, Laboratory inspection sheet, Meter MRI data and consumption details of Appellant. Respondent has requested that the supplementary bill issued to Appellant is as per norms.

**::: ORDER :::**

- 4.0.** I have considered the contentions of the Appellant and the contentions of Respondent and the facts, statistics and relevant papers, which are on record, and considering them in detail, my findings are as under.
- 4.1. Appellant is a consumer of Respondent, bearing consumer No.14880/01046/4, having contracted demanded of 63.4 KW for textile unit purpose. Appellant has raised issue regarding meter slowness and issue of supplementary bill for the period of six months.
- 4.2 Meter under dispute was tested at site on 28.06.2016 and meter accuracy was found -49.34% with Accucheck. Meter was removed by Respondent on 28.06.2016 for further investigation at Laboratory.

Appellant has raised question that disputed meter was removed from site on 28.06.16 and it was inspected at Laboratory of Respondent on 22.12.2017 i.e. after one and half year. Meter accuracy was not confirmed at Laboratory. Only physical verification has been noted at Laboratory. As per Para 3.2, at Laboratory Respondent has observed PT wire disconnected with meter.

- 4.3. As per Para 3.2, Respondent has carried out installation checking and filled up details in checking sheet. Meter accuracy was derived - 49.34%. Meter R-phase PT missing was observed in checking sheet.
- 4.4. CGRF has observed the meter MRI data and confirmed the meter slowness of 49.34% based on the R-phase PT missing events recorded from 03.04.14 to 28.06.16 i.e. date of meter checking.

CGRF has analyzed the MRI data and stated PT missing events recorded yearwise i.e. from 03.07.2014 to 22.12.2017 when meter was inspected at Laboratory. There is no dispute on MRI data analysis and R-phase PT missing events recorded.

Meter No. DGS39256 cumulative events read on 22.12.17 at 15.01 hours, as under:

Event type	Occurrence date and time	Restoration date and time	Duration
Voltage failure Start on L1	03.07.2014 at 10.13	22.12.2017 at 15.29	173:05:15

- 4.5. Regarding question of Appellant for meter slowness on site it is noted that meter is of 3 phase 4 wire meter. As per meter recorded instantaneous parameters, if value of theoretical power is derived then calculation would be as under:

$$\begin{aligned} \text{Power} &= \sqrt{3} V_{\text{Avg.}} I_{\text{Avg.}} \cos\phi \\ &= 1.73 \times 131.4 \times 97.04 \times 0.76 = 16.78 \end{aligned}$$

The value of theoretical power if derived with parameters of Accucheck then.....

$$\begin{aligned} \text{Power} &= \sqrt{3} V_{\text{Avg.}} I_{\text{Avg.}} \cos\phi \\ &= 1.73 \times 229.4 \times 95.6 \times 0.76 = 28.86 \end{aligned}$$

$$\% \text{ error recorded} = (16.78 - 28.86) / 28.86 = -41.83\% \text{ say } -42\%.$$

In respect to above values, meter energy recording error would be around -42%. Energy recording by meter with time may vary with depending upon the value of Power Factor and other parameters.

From the half yearly consumption analysis, it is seen that consumption was increased reasonably after replacement of disputed meter.

From the available data, consumption recorded by meter was less compared to consumption recorded after replacement of meter, which proves that due to R-phase PT missing events recorded w.e.f. 03.07.2014 onwards and meter has recorded less energy.

- 4.6. In present case, less energy recorded by 49.34% in the meter confirmed while checking of meter on 28.06.2016. Appellant has not produced any evidence regarding dispute of meter slowness arrived by checking team of Respondent at relevant point of time. Even in the laboratory, appellant had not objected with findings of laboratory for slowness of meter. Issue of meter error was raised only in present appeal.
- 4.7. In checking sheet Respondent has noted that after inspection of meter at Laboratory, and after retrieving meter MRI data and laboratory reports, necessary action may be taken. While in present case, Respondent had made inspection of meter and MRI data retrieved but meter accuracy was not confirmed on test bench.
- 4.8. It is surprising to note that meter laboratory inspection was carried out by Respondent on 22.12.2017 i.e. after lapse of one and half year from the date of removal of meter from site i.e.28.06.16, and thereafter issued a supplementary bill for slowness of meter. It is a gross negligence on part of Respondent.
- 4.9. From the consumption record, half year-wise average consumption of Appellant is as under:

Year	Consumption	Average consumption
Jan.15 to June,15	58161	9694.0
July,15 to Dec.15	109290	18215.0
Jan.16 to June,16	87999	14667.0
July,16 to Dec.16	136991	22832.0

Jan.17 to June,17	143054	23842.0
July,17 to Dec.17	174774	29129.0
Jan.18 to June,18	233693	38949.0

With meter energy recording error of 42%, if average consumption is calculated then in that case as per period of January,2016 to July,2016 i.e. 20.01.16 to 28.06.16, consumption would be as under:

Consumption with meter slowness 42.0%	-161455	Average consumption 26909
Consumption with meter slowness 49.34%	-184847	Average consumption would be 30808

In consideration of above observations, it would be justified that supplementary bill against slowness of meter would be appropriate if it should be issued with considering slowness of meter by 42.0%.

4.10. On above observations, it is concluded that meter had recorded less energy on occurrence of R-phase PT missing w.e.f. 03.07.2014.

As per the observations recorded in checking sheet I. C. Squad has shown the slowness of meter as 49.34% in event of R-phase PT missing, while as per power calculation as per parameters recorded in checking sheet, slowness of meter is 42.0%. In view of this, it would be reasonable and appropriate to consider 42% of slowness of meter. Respondent is directed to revise the supplementary bill for the period of six months with meter slowness of 42.0%.

4.11. I order accordingly.

4.12. No order as to costs.

4.13. With this order, representation/Application stands disposed of.

(Dilip Raval)  
Electricity Ombudsman  
Gujarat State

Ahmedabad.  
Date: 09.07.2018.