

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-III-71-2011.12
Complainant	Shri Maheshbhai A Patel of Divy Rollform Limited at Block No.91, Vavdi, OPP: Elite School, Kheda Dholka Road, Dist : Kheda.
Respondent	Shri C D Patel Dy Engineer of MGVCL
Date of hearing	11.11.2011

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 13.10.2011 is for faulty energy meter.

Today on 11.11.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Maheshbhai A Patel appeared himself on behalf of M/s. Divy Rollform Limited, whereas Shri C D Patel, Deputy Engineer, Kheda s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. Divy Rollform Limited at Block No.91, Vavdi, OPP: Elite School, Kheda Dholka Road, Dist : Kheda, has 70 KW power with consumer No.01582 / 01061 / 7.
2. LT TVM installed on said industrial connection having facility to record reactive energy from unity to Zero lag or lead power factor.
3. The complainant had observed the difference in recording of reactive energy while comparing readings of KVArh between energy meter at consumer end at transformer centre.
4. The complainant has stated that due to recording of reactive (lag) energy instead of reactive (lead) energy, they have to pay extra charge on the recorded energy every month. This has happened after replacement of meter some few months back.
5. The complainant has submitted energy bills from May 2011 to Sept 2011 and new meter was installed on transformer centre on 17.8.2011.

6. The complainant had taken reading of their energy meter and transformer centre for few days during Aug-2011 and observed that there is a difference between reading of energy meter at consumer end and the energy meter at transformer centre. Hence, they had to pay 10 paise per unit throughout the period and requested Forum to do needful in the matter.

The Respondent Shri C D Patel, Deputy Engineer of MGVCL could not throw any light on the said matter.

The Forum Members present at the hearing considered contention of both the parties and perused the records.

- The Forum had instructed the concerned sub-division to contact the manufacturer of the meter i.e. M/s. Secure Meter Limited and to get detailed analysis of erratic behaviour of the meter under reference.
- Forum also instructed the respondent to visit at site and collect the data about the meter condition, energy meter readings at consumer end and transformer centre readings.
- The concerned sub-division was also instructed to involve concerned lab officer for detailed analysis.

It is observed from the report of the meter manufacturer, M/s. Secure Meters that the connections made were wrong. The lab also reported that CT direction was in reversed condition. Due to reversed CT Coils direction, flow of reactive energy considered as drawl, instead of actual injection of reactive energy in the system as at the LT installation Power factor was leading. After detailed analysis, it is concluded that wrong CT direction resulted in recording of lagging power factor instead of leading power factor which resulted in wrong charges of reactive energy.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund wrong charges for reactive energy received from consumer for months starting from 4.3.2011 to the complainant i.e. M/s. Divy Rollform Limited till the connections are made in order.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
Independent Member

(P J Patel)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

Procedure to make representations before Ombudsman***

1. Representation should be in writing duly signed by the complainant with his name and address.
2. Representation should be supported with affidavit.
3. True copy of order of Forum and original complaint made before Forum should be attached. Enclosed documents should be certified copies of the original documents.
4. The representation before Ombudsman should be submitted within 30 days from the date of order of Forum.
5. Copy of representation should be submitted at the office of Ombudsman. Copy of representation should be submitted to all respondents.
6. If the complainant is required to pay any amount according to the order of Forum, one-third of such amount should be deposited by complainant and proofs should be attached along with the representation.
7. The matter should not be pending before the competent Forum or any other court, tribunal, arbitrator or any other authority.
8. All representations should be with a sufficient cause, reasonable diligence causing the consumer prima facie loss and damages / inconvenience.
9. Representation may be submitted in English or Gujarati language

*** <http://www.gercin.org/docs/Cosumer%20Grievances/Procedure/Procedure.pdf>