

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-II-50-2012.13.
Complainant	M/s. Forsberg Agritech Pvt Ltd., 123, GIDC Estate, Makarpura, Vadodara.
Respondent	Shri M S Thakor, Deputy Engineer of MGVCL.
Date of hearing	25.10.2012 at City Circle, Vadodara.

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 04.09.2012 regarding faulty meter.

The Forum has held three hearing on 15.09.2012, 12.10.2012 & 25.10.2012. The case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ashok S Aury, appeared himself on behalf of M/s. Forsberg Agritech Pvt Ltd., whereas Shri M S Thakor, Deputy Engineer appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant was having two connections one LTP-III connection and one LFD-II connection in their company M/s. Forsberg Agritech Pvt Ltd., 123, GIDC Estate, Makarpura, Vadodara. Connection No.14212 / 57278 / 8 for LTP-III connection and No.14212 / 57279 / 6 for commercial (LFD-II) connection.
2. On dated 11.02.2012, MGVCL had merged both the connections as per GERC Tariff Order dated 06.11.2011 converting to LTMD connection having consumer No. 14212 / 57278 / 8. Accordingly, the complainant had received the bill for the month of Feb 2012 billed in March 2012 which was

very high approximately five times more consumption compared to their regular average consumption.

3. Complainant had complained MGVCL on 28.03.2012 against the high amount bill. Meter was replaced and tested in MGVCL's laboratory.
4. Again, on dated 24.04.2012, complainant has received additional bill amounting to Rs.23008/ for 47.17% slowness of old meter.
5. The issue was arise after respondent merged two connections. On one hand, they have received the bill for five times consumption. On the other hand, they have received additional bill for slowness of the meter.

The representative of the complainant contended that on dated 11.02.2012, MGVCL had merged their two connections. The bill for the month of Feb 2012 billed in March 2012 was very high approximately five times more consumption compared to their regular average consumption. Hence, complained to MGVCL on 28.03.2012 regarding suspected faulty meter. MGVCL replaced the meter for testing in MGVCL's lab. Instead of resolving the high recording and huge amount of bill, MGVCL has issued additional bill of Rs.23008/- for slowness of meter.

The respondent contended that as per tariff order dated 6.9.2011, two connections of M/s. Forsberg Agritech Pvt Ltd., 123, GIDC Estate, Makarpura, Vadodara, was merged on 11.02.2012. The bills for the month of Feb 2012, billed in March 2012 were issued on 19.03.2012 for 36868 KWH and 4120 KVARH consumption amounting to Rs.25225/. The complainant has taken objection against this bill as it was very high than the average consumption. The meter tested at site on 26.03.2012 in presence of the complainant and it was found 47.17% slow. MRI data also taken at that time and meter was replaced on 28.03.2012 for further testing at laboratory.

On 13.04.2012, meter was sent to the manufacturer M/s. L&T for further investigation. M/s. L&T, the manufacturers reported that Y phase of the meter found

missing for 38 days and error report shown as (49.89%), Deputy Engineer GIDC s/dn had taken the approval of the Executive Engineer (O&M) Lalbaug division and issued supplementary bill for 38 days of 3594 units for the period from 19.02.2012 to 28.03.2012 amounting to Rs.23008.78 on 24.8.2012 considering slowness 47.17% as detected during testing at site.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that defect in meter (slowness) occurred in the month of Feb 2012 after merging of the meter on 11.02.2012 and high consumption recorded. Considering contradictory events i.e. slowness of meter and high recording, the Forum is of the view to investigate further.

The Forum had further instructed to carry out detailed investigation of the meter and asked Deputy Engineer GIDC s/dn Makarpura Vadodara to get the meter tested at High Tech lab on various load on various angle i.e. Power Factor and the testing report to be submitted to the Forum with comments.

MRI data study report is as under :

1. There was Y PT missing event occurred and recorded in MRI on dated 14.02.2012. Also, this event was not restored till meter replaced on 28.03.2012.
2. Detail of energy recorded is shown in MRI sheet. By analyzing consumption, consumer's average power factor is very low (0.07 Lag).
3. Energy was recorded in export mode due to consumer R phase CT was connected in reverse direction.
4. Active power consumption was suddenly increased from Feb 2012 and average power factor was 0.68 (lag). During this period, Y phase PT was missing.

5. Y phase PT missing event recorded due to error in external connection of meter. However internal meter and seal found OK.

As per the Forum instruction, the meter was tested on 01.01.2013 at High Tech Lab of MGVCL in presence of Deputy Engineer GIDC s/dn of Vadodara and the representative of L&T company. The meter showing abnormality with low power factor and Y phase missing condition, as detailed below:

Power supply with low PF

Supply active energy –	3.0 KWH
Meter Recorded Energy –	3.2 KWH

Power supply with low PF and Y phase missing

Supply active energy –	3.0 KWH
Meter Recorded Energy –	21.022 KWH

Deputy Engineer of MGVCL Circle Office at Navlakhi compound, Vadodara had also visited the site and according to the site verification, report is as under:

It was observed that there is improper capacitor connection with the LV Bus at the consumer distribution panel. There is corrosion between capacitor wire lug and LT Bus Bar. Due to such wiring connection the effect of capacitor varies and hence power factor may vary. The photograph of capacitor connection is also submitted to the Forum vide letter No.BCC:Nav.lab dated 06.03.2013.

In view of the above discussion, the Forum is of the opinion that the error was due to low power factor and Y phase PT missing condition which was due to connection error and meter characteristic of unidirectional recorded logic. As per report of L&T,

slowness of the meter was found due to Y phase voltage missing condition for 38 days.

The Forum is of the opinion that bill for the month of February 2012 & March 2012 of disputed period be revised as per average consumption as per norms.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to revise the bill of disputed period against the meter Sr No.03074830 of L&T make, based on the past average energy consumption as per norms. The balance amount shall be recovered from / refunded to the complainant M/s. Forsberg Agritech Pvt Ltd., 123, GIDC Estate, Makarpura, Vadodara.

(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>