



MADHYA GUJARAT VIJ COMPANY LIMITED

Consumer Grievances Redressal Forum

Reg. Office: Sardar Patel Vidhyut Bhavan, Race Course, Vadodara-390 007.

CIN No. U40102GJ2003SGC042907

Phone No. (D) 0265-2330635, Fax No. 0265-2337918/ 2338164

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Ref No. MGVCL/RA&C/Forum/Hearing/FMPL/562

Date : 24/06/2026

Complain No. MG-I-05-2026-27

To

Flowman Metrix P Ltd
804 Nilamber Triumph
Nilamber Circle, Gotri
Vadodara

Sub: Your grievances regarding arbitrary suppli. Billing based on alleged meter slowness HT Cons. No.60779

Ref: Your application dated 30.05.2026

Enclosed herewith please find the order of the Consumer Grievances Redressal Forum as mentioned above.

Thanking You,

Yours Sincerely,
For & on behalf of CGRF

I/c Convener

Encl: As above

cfwcs along with order to:

ETA to MD MGVCL Corp Office, Vadodara

C E (T&O) MGVCL Corp Office, Vadodara

Cc to:

SE (O&M) MGVCL - CO Godhra

EE (O&M) MGVCL DO Halol

--He is requested to submit Action Taken Report within 7 days from the date of issue of this letter.

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

Complaint No.	MG-I-05-2026-27
Complainant	M/s Flowman Metrix Pvt Ltd, 804 Nilamber Triumph, Nilamber Circle, Gotri, Vadodara
Respondent	Madhya Gujarat Vij Company Limited (MGVCL)
Date of hearing	03.06.2026 at Corporate Office, MGVCL Vadodara

QUORUM	NAME
Chairperson	Shri P C Patel, ACE (RA&C) MGVCL Vadodara
Finance Member	Shri Neeraj Jangid, I/c CFM, MGVCL Vadodara - On leave
Independent Member	Shri Sajjansinh A Padwal
Representative of Consumer	Shri K.B. Dhebar
Representative of Prosumer	Shri M.M. Piprotar

The complaint dated 30.05.2026 regarding arbitrary supplementary billing based on alleged meter slowness in respect of HT connection M/s Flowman Metrix Pvt Ltd, GIDC Kalol bearing HT connection No-60779.

1.0 On 03.06.2026, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein the Shri Atul J. Varma, Authorized representative on behalf of the consumer whereas Mrs. GB Patelia- Executive Engineer, Halol Division Office appeared as respondent on behalf of MGVCL before the Forum.

Both the parties were heard.

2.0 The brief history of the case is as under -

2.1 Complainer has HT connection bearing consumer No-60779 on the name of Flowman Metrix and submit grievance that arbitrary supplementary bill raised by the Executive Engineer (O&M) Halol for meter slowness.

2.2 He further informed that installation was checked vide Checking Sheet No. 3350 dated 25.02.2026, and found meter was slow then a supplementary bill amounting to Rs. 83,65,821.18 has been raised for the period from 29.08.2025 to 25.02.2026 by the Executive Engineer (O&M), Halol vide Letter No. HLD/REV/HT-126/2118 dated 02.05.2026. The said letter was received by complainer on 07.05.2026.



- 2.3 Supplementary bill has been issued after a lapse of more than two months from the date of checking and immediately raised objections against the said supplementary bill and requested for MRI Data Sheet and Event Data Sheet vide our Letter No. FMPL/2627/SK/05 dated 08.05.2026.
- 2.4 MRI Data Sheet and Event Data Sheet vide Letter No.HLL/DE T-1/HT/SLOWNESS/FLOWMAN/2256 dated 13.05.2026 has been provided.
- 2.5 Then Complainer submitted objections along with calculation sheets and detailed technical submissions vide letter dated 18.05.2026 before the Executive Engineer (O&M), Halol.
- 2.6 Consumer argued against the period of slowness bill that continues event of missing Y phase PT is started from 21.01.2026 at 15:49 hrs and before that some event of Y CT missing observed but it was not continuous and negligible in nature.
- 2.7 He also admitted that slowness bill after replacement of meter (period up to new installation of meter) has been already paid as this is based on continuous.
- 2.8 Based on Data and representation he requested forum to quash and set aside the impugned supplementary bill raised on the basis of meter slowness and direct the respondent to reassess the bill basis of actual MRI data event.
- 3.0 The representative of the complainant contended during the hearing that -
- 3.1 Ask respondent for slowness bill issue U/s 126 or not as the supplementary bill heading is "Supplementary bill for 126 (slowness)". In response of it Respondent clarified by mistake the slowness bill has been issued with above heading.
- 3.2 Also ensure to confirm the valid clause of supplementary bill and accordingly the bill to be issued.
- 4.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and considering them in detail, findings are as under:
- 4.1 Complainer has HT connection bearing consumer No-60779 on the name of Flowman Metrix. Installation was checked on 25.02.2026, and found meter was slow hence supplementary bill amounting to Rs. 83,65,821.18



has been issued U/s 126 for the period from 29.08.2025 to 25.02.2026 by Respondent.

- 4.2 Complainer has raised objections against the said supplementary bill and requested for MRI Data Sheet and Event Data Sheet based on MRI data Complainer argued against the period of slowness bill that continues event of missing Y phase PT is started from 21.01.2026 at 15:49 hrs and before that some event of Y CT missing observed but it was not continuous and negligible in nature and raised query to Halol Division Office.
- 4.3 Accordingly, he raised grievance to this Forum.

ORDER

1.0 The Forum has come to the conclusion that

- 1.1 As per Respondent clarification, the Supplementary bill was issued U/s 126 and Forum has no jurisdiction to hear the cases U/s 126 as per clause No- 2.33 (ii) of Gujarat Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019.
- 1.2 Being the case is of slowness of meter and its related supplementary bill, Respondent is directed to verify checking sheet again and based on actual verification the supplementary bill to be issued under relevant clause of GERC Supply Code.
- 1.3 Based on revised bill to be issued by Halol Division, complainer if any further grievance then raised it before appropriate level as per prevailing rules and regulations.
- 1.4 With this Order, the consumer's representation / application stands disposed off.


(M M Piprotar)
Representative of
Prosumer


(K B Dhebar)
Representative of
Consumer


(Dr S A Padwal)
Independent
Member



--On leave--
(N R Jangid)
Finance Member


P C Patel
Chairperson

PS :

*If the complainant is not satisfied with the order of this Forum, the complainant may approach Ombudsman only after payment of minimum 33% of the bill amount issued to the party in question. **The Office address of the Ombudsman is : The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Ground Floor & First Floor, CMIS Building Telephone Exchange, Bimanagar, Jeevandham Road, Ahmedabad 380015, in accordance with Clause No.3.19 (viii) of GERC Notification No.2 of 2019.***

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

