

CGRF formed under the provision of IE Act 2003, Sub Clause 42(5) as well Notifications No.2/2019 and No. 03 of 2023 of GERC (CGRF & Ombudsman)

**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-08-2025-26
Complainant	M/s Manav Polyplastic, 2005/B GIDC Estate, Halol 389 350 Dist. Panchmahal
Respondent	Madhya Gujarat Vij Company Limited (MGVCL)
Date of hearing	25.07.2025 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
Independent Member	Shri Sajjansinh A Padwal
Representative of Consumer	Shri K.B. Dhebar
Representative of Prosumer	Shri M.M. Piprotar

The complaint dated 30.06.2025 regarding objection to bill issued for slow meter .

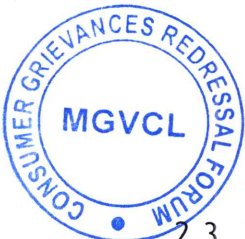
1.0 On 25.07.2025, the case of the Complainant, the ggrievance was heard before Consumer Grievance Redressal Forum wherein Shri Rajesh Shah remained present on behalf of the Complainant whereas Shri D.S. Rohit, Jr. Engineer Halol GIDC appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under -

2.1 M/s Manav Polyplastic is having a 99 KW LTMD Connection bearing No. 17101-50378-0 at 2005/B GIDC Estate, Halol 389 350 Dist. Panchmahal under Halol GIDC Section Office.

2.2 The consumer's LTMD connection no. 17101-50378-0 was checked on 28.10.2024 with Accuchek Meter by MGVCL Vigilance team, Godhra Circle (Checking Sheet No. 431) and the energy meter Sr. No. MWCT 04536, Genus Make was found 39.06% slow i.e. recording less.

2.3 The slow Meter was replaced on 06.11.2024 in the presence of the representative of the consumer and Meter was wrapped and sealed for further inspection in Meter Testing Laboratory.



2.4 The said energy meter was again tested in MGVCL laboratory on 6.12.2024 in presence of consumer's representative, however, the MRI details of past six months could not be retrieved.

3.0 The representative of the complainant contended during the hearing that -

3.1 They are manufacturing Plastic bags and paying Energy bills regularly.

3.2 On 28.10.2024 MGVCL Vigilance team has checked Meter and they informed that meter is slow.

3.3 On 06.12.2024 Meter was tested in Meter Testing Lab, Halol.

3.4 The supplementary bill issued by MGVCL Halol GIDC sub division for an amount of Rs. 6,58,838.04 is very high and far more than the consumption of energy by the industry. It was also submitted that even after replacement of the slow meter, the energy recorded in new meter is also on same line.

3.5 It was submitted that the Forum may be kind enough to amend the supplementary bill amount.

4.0 The respondent contended that -

4.1 The LTMD connection number 17101-50378-0 was checked on 28.10.2024 by Vigilance team and the meter was found working 39.06% slow.

4.2 The slow meter was replaced on 6.11.2024 and send to Meter Testing Laboratory, Halol for further testing.

4.3 On 6.12.20224, the meter was tested at Meter Testing Laboratory, Halol and the MRI Data of the meter could not be retrieved.

4.4 As MRI Data of the meter was not available, Supplementary bill amounting to Rs. 6,58,838.04 was issued on 1.01.2025 for slowness @ 39.06% for the meter for six months period was issued as per MGVCL Circular No. MGVCL/CE (T20)/Tech/899 dated 5.11.2018 and provision of GERC Supply Code 2015.

5.0 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:



5.1 As per Lab inspection report dtd 06.12.2024, MRI report of the meter could not be retrieved and respondent was informed to get the report of Meter Manufacturer.

5.2 Meter Genus make, Sr. No. MWCT04536, 40-200A was sent to Meter Manufacturer by respondent for retrieval of MRI data.

5.3 Respondent has submitted Analysis report of Meter manufacturer M/s Genus Power Infrastructures Ltd and submitted that the meter was analyzed and is found internal faulty as the NVM - Non Volatile Memory of meter was corrupted

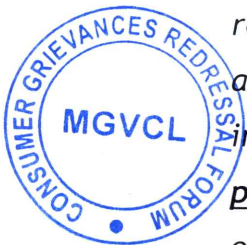
5.4 The Clause 6.33 of GERC Supply Code - 2015 provides as under:

".....In case of faulty meter, rectification for a maximum period of six months or from the date of last testing, whichever is shorter, on the basis of the test report, shall be adjusted in the subsequent bill."

5.5 The MGVCL Circular No. MGVCL/CE (T20)/Tech/899 dated 5.11.2018 provides at Point No. 1 & 2 under Para 3 reads as under:

1. *"If during inspection, checking and testing, any meter or metering system, is found to be defective (e.g. stuck up, running slow, fast, creeping or improperly recording or not functioning according to the specifications), the licensee shall inform the consumer and replace the meter within 15 days of inspection, checking / testing. At the time of checking MRI data shall be collected from the existing meter, as far as possible otherwise same is to be taken on next day.*

2. *In all cases of meter testing either at site or at LAB, the copy of test report must be invariably given to the Consumer under due acknowledgment within 2 working days of the date of testing. Further, in case of faulty / defective meters, rectification for the maximum period of 6 months, from the date of last testing, whichever is shorter, on the basis of test report, shall be adjusted in subsequent bill."*



5.6 Respondent MGVCL has issues the Supplementary bill of Rs. 6,58,838.04 on 1.01.2025 in accordance with the above provision of GERC Supply Code and MGVCL Circular dated 5.11.2018.

ORDER

6.0 The Forum has come to the conclusion that

6.1 The Supplementary bill issued by MGVCCL Halol GIDC sub division for slowness of the meter is in order.


(M M Piprotar)
Representative of
Prosumer


(K B Dhebar)
Representative of
Consumer


(Dr S A Padwal)
Independent
Member




(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