

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-II-16-2025-26
Complainant	M/s Mahendrabhai Harmanbhai Patel, Maruti Service Station, IPCL Road, Village: Ranoli, Tal:Vadodara, Dist: Vadodara
Respondent	Deputy Engineer, Madhya Gujarat Vij Company Limited (MGVCL) Sub Division, Nandesari
Date of hearing	26.08.2025 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 21.08.2025 regarding issues of excessively high billing.

1.0 On 26.08.2025, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Brijesh S Patel appeared on behalf of the Complainant whereas Shri J.B. Pathak, Deputy Engineer and Shri B.H. Kanzaria, Dy Supdt. of Accounts, Nandesari (O&M) Sub Division 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 Mahendrabhai Harmanbhai Patel is having a 50 KW LTMD connection bearing Consumer No. 51201/04061/2 for Maruti Service Station on IPCL Road, Village: Ranoli, Tal: Vadodara, Dist.: Vadodara, under MGVCL Nandesari (O&M) Sub Division.

2.2 The consumer vide letter dated 13.08.2025 to CGRF Vadodara (O&M) has represented that the energy bill amount for May-2025 is very high compared to previous consumption.



- 2.3 The grievance is uploaded by Convener, CGRF Vadodara (O&M) on the E-CGRF Portal for adjudication by CGRF, MGVL Corporate Office Vadodara on 21.08.2025.
- 2.4 We are making prompt payment towards all the previous energy bills raised by MGVL and this disputed energy bill is not my liability under Electricity Act - 2003 or relevant GERC Regulations.
- 2.5 The bill issued by MGVL for Rs. 12,49,264/- may be withdrawn or corrected and a revised energy bill as per actual verified consumption or average usage may be issued. Moreover, no disconnection or penalty may be imposed while the dispute is under consideration.
- 3.0 The representative of the complainant contended during the hearing that -
- 3.1 There is no fault in my usage pattern. However, the energy readings and bill amount for May-2025 are abnormally high compared to previous consumption.
- 3.2 We are not aware of the technical aspects of MGVL energy meter readings and have been making prompt payment of all energy bills regularly.
- 3.3 We should not be made to make payment of huge amount on account of mistake on part of MGVL Meter Readers and the bill of Rs. 12,49,264/- for May-2025 may be withdrawn.
- 4.0 The respondent contended that -
- 4.1 The 50 KW LTMD connection with Consumer No. 51201/04061/2 in respect of Shri Mahendra H Patel was released on 22.12.2006. Subsequently, upon the consumer installing Roof Top Solar plant, the existing meter was replaced with bidirectional meter on 10.10.2022 which has provision for "Time of Day" energy (TZ1 KWh & TZ2 KWh) showing the consumption during defined time zones and Cumulative KWh showing the entire consumption during the month.
- 4.2 The billing of consumer was being inadvertently carried out considering the TZ1 Kwh reading recorded in the meter (TOD reading) instead of the



Cumulative KWh reading which depicts the actual consumption recorded. The monthly energy bill is to be issued to the consumer considering the Cumulative KWh energy recorded in the meter.

- 4.3 During the meter reading on 22.05.2025, it was noticed by Meter Reader that that the consumer is being inadvertently billed as per TZ1 KWh reading. Accordingly, the Meter Reader has corrected the error and issued the energy bill by considering Cumulative KWh reading.
- 4.4 During verification of the Consumer's consumption by Sub-Division in GPRS System, since the billed consumption was detected higher than the past consumption, the energy bill for May-2025 billed in June-2025 was skipped and it was decided to issue the bill after verifying the Meter MRI data.
- 4.5 After verification of the MRI data the consumer was issued the energy bill of Rs. 12,95,358.36 towards consumption of 151810 KWh for June-2025 billed in July-2025.
- 4.6 Moreover, when the consumer visited the Nandesari Sub Division office with a complaint regarding the high bill amount, the calculation of KWh energy as per MRI data and considered for billing was explained in detail.
- 4.7 Explanation is sought on 1.07.2025 from all the Meter Readers who were involved in the meter reading at the premises of the complainant all along the period.
- 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 The complainant has raised grievance regarding excessively high energy bill of Rs. 12,49,264/- issued by Respondent MGVCL for May-2025 and requested to withdraw the same and issue revised bill as per actual verified consumption or average usage.

- 5.2 The representative of Respondent MGVCL has clarified about the erroneous energy bills issued inadvertently in past period considering TZ1

KWh reading whereas actually the billing was to be done using Cumulative KWh data. It was also explained that upon change of Meter Reader on rotation basis the error was detected and correct billing was done considering the TZ1 KWh data. Moreover, the energy so billed is compared and verified with the MRI data for the period, found in order and accordingly the bill of Rs. 12,95,358.36 towards consumption of 151810 KWh issued for June-2025 billed in July-2025 .

- 5.3 In case of energy meter having multiple KWh display parameters, the Time of Day consumption is recorded in the respective display parameters for various time zone i.e. TZ1 KWh and TZ2 KWh etc. Whereas, the actual energy consumption for the entire billing period is recorded in the "Cumulative KWh" parameter.
- 5.4 Clause 6.19 of GERC Supply Code-2015 provides that *"The licensee may use hand held instruments, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the licensee."*
- 5.5 In the event of need for verification of actual energy recorded during a specific Time Zone or across the entire day / month / billing period, the MRI Data can be utilized for ascertaining the correctness.

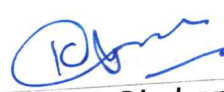
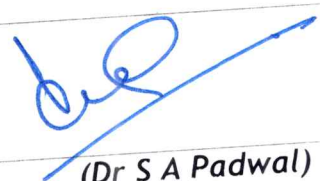
ORDER

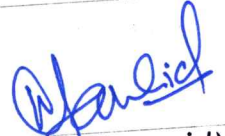
6.0 The Forum has come to the conclusion that



- 6.1 The bill issued by MGVCL for Rs. 12,95,358.36 for 151810 KWh for the month of June-2025 billed in July-2025 considering the Cumulative KWh consumption recorded after comparison with MRI Data is correct and needs to be paid by the complainant.
- 6.2 Respondent MGVCL Nandesari Sub Division shall share the record of MRI Data with the consumer as per Clause 6.19 of Supply Code.

6.3 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

	
(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

