

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-23-2025-26
Complainant	M/s Nyalkaran Infra, 3 rd floor, TF-14, Shree Siddheshwar Harbour, Narayan Vidyalaya Road, Gurukul crossing Road, NH - 08, Vadodara - 390025
Respondent	Madhya Gujarat Vij Company Limited (MGVCL)
Date of hearing	30.09.2025 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 23.09.2025 (CGRF Application No. MG186) regarding objection to bill issued for slow meter .

1.0 On 30.09.2025, the case of the Complainant, the grievance was heard before Consumer Grievance Redressal Forum wherein Shri Bhalala Rajnikant Kanubhai remained present on behalf of the Complainant whereas Shri P N Shah, Executive Engineer, Vishwamitri East Division and Mrs Z U Saiyad, Deputy Engineer, Indrapuri 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 Nyalkaran Infra is having a 30 KW LTMD Connection bearing No. 16644/11390/7 at 3rd floor, TF-14, Shree Siddheshwar Harbour, Narayan Vidyalaya Road, Gurukul crossing Road, NH - 08, Vadodara - 390025 under Indrapuri sub division.

2.2 The consumer's LTMD connection No. 16644/11390/7 was checked on 26.06.2025 by P K Goswami, JE Vigilance, MGVCL Baroda (O&M) Circle (Checking Sheet No. 985) and the energy meter Sr. No. MWS 506369, AEW Make was found 92.20% slow i.e. recording less.



- 2.3 The MRI Data of the Meter could not be retrieved at site. The slow meter was replaced on 27.06.2025 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 inspected in MGVCL laboratory on 27.06.2025 in presence of consumer's representative Shailesh B Ramani. Meter's Body seal was found in tact. The Meter MRI data was downloaded in the Meter testing Laboratory.
- 3.0 The representative of the complainant contended during the hearing that -
- 3.1 They have LTMD connection Consumer No. 16644/11390/7, which was checked by MGVCL official on 26.06.2025 and Technical Error was observed in Meter by Checking officer.
- 3.2 The Meter was tested in Laboratory in their presence and Meter slowness observed due to technical Error.
- 3.3 The supplementary bill issued by MGVCL Indrapuri sub division for an amount of Rs. 21,90,141.72 is very high and is improper.
- 3.4 They had submitted objection letter to MGVCL Sub division office but no action observed.
- 3.5 The total bill amount till date from the first bill issued from the date of the release of the connection in May'23 to Last bill issued in August'25 is Rs. 5,73,162.00 and hence supplementary bill for slowness of the meter is wrong.
- 3.6 They had represented that in last two Energy bills their consumption in their office has reduced.
- 3.7 During their visit to respondent's office it was informed that bill for Meter slowness for the period 29.10.2024 to 27.06.2025 issued. If 100% meter was stopped than also how it is possible to have bill of Rs. 21,90,141.72.
- 3.8 Meter slowness is a Technical error and they had not done any kind of theft.
- 3.9 In inspection report from respondent Meter error is -0.0069, which is evident that it was Technical error. Why penalty imposed for Technical error? Meter checking and parameter checking is not their responsibility. It is the



responsibility of MGVCCL and we are innocent and not able to pay such huge amount of penalty.

3.10 The calculation of 8 Months for slowness of Meter is also wrong and arbitrary from MGVCCL.

3.11 MGVCCL's Meter testing report dtd 27.06.2025 clearly shows that there is defect in meter coil and other technical defect.

3.12 They had further submitted to revise the slowness bill appropriately so that same can be paid from their end. At present their power supply is disconnected due to non-payment of the bill, which may please be restored immediately.

4.0 The respondent contended that -

4.1 The LTMD connection number 16644/11390/7, Meter Make - AEW, Sr. No. MWS 506369, Capacity - 10-60 A was checked on 26.06.2025 by P K Goswami, JE, Vigilance team, Checking sheet No. 985 and the meter was found working 92.20% slow.

4.2 As per checking sheet at the time of checking Meter display parameters for current was RI - 4.9 A, YI -0.00 A, BI - 0.08 A, whereas on measuring load side ampere by Clip on Meter it was observed as RI - 14.880 A, YI - 17.482 A, BI - 54.380 A and ampere measured in EAS Meter (Accue Check Meter Sr. No. LER30167) was RI - 12.191 A, YI - 20.756 A, BI - 57.750 A.

4.3 Checking officer has put remark in checking sheet to download Meter MRI data at site and thereafter to take necessary actions as per MGVCCL's norms.

4.4 Indrapuri sub division staff has tried to download MRI data at site but could not able to download it.

4.5 As MRI data could not be downloaded at site, Meter was replaced and wrapped in the presence of the Consumer's representative Shaileshbhai B Ramani on 27.06.2025 and send to MGVCCL, Meter testing Laboratory, Navlakhi, Vadodara.

4.6 Meter was checked at MGVCCL, Meter testing Laboratory, Navlakhi, Vadodara on 27.06.2025 in the presence of the Consumer's representative Shaileshbhai B Ramani and observations were as under,

Meter's Body seals are Okay. Meter's load side neutral block is burnt.

Meter was opened and on inspection it is observed that Neutral CT coil is



burnt. Additionally inside of the Meter carbon deposition on Y & B phase CT observed and CTs were saturated. As per MGVCL's rules action as per checking sheet No. 985 to be initiated."

MRI report of the Meter was downloaded in the Meter testing Laboratory and was handed over to JE, Indrapuri sub division.

- 4.7 As per MRI temper data report the period of slowness defined from 29.10.2024 to the date of Meter replacement i.e. 27.06.2025. Supplementary bill for 92.20% slowness for the period 29.10.2024 to 27.06.2025 amounting to Rs. 2190141.70 was issued to the complainant vide L No. ISD/REV/2678 Dtd 03.07.2025.
- 4.8 Complainant had not made the payment of supplementary bill and hence connection was temporarily disconnected on 17.09.2025.
- 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 installation checking dtd 26.06.2025, checking sheet No. 985 Meter Make - AEW, Sr. No. MWS 506369, Capacity - 10-60 A was found 92.20% slow.
- 5.2 MRI report of the meter could not be downloaded at site. Meter was replaced by respondent on 27.06.2025 and on the same day Meter was sent to MGVCL, Meter testing Laboratory, Navlakhi, Vadodara.
- 5.3 Meter MRI data downloaded at MGVCL, Meter testing Laboratory, Navlakhi, Vadodara and handed over to respondent MGVCL, Indrapuri sub division.
- 5.4 Respondent has issued Supplementary bill for 92.20% slowness for the period 29.10.2024 to 27.06.2025 to the complainant.
- 5.5 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."
- 5.6 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."*

5.7 Respondent MGVCL, Indrapuri Sub Division had issued the Supplementary bill of Rs. 21,90,141.72 03.07.2025 for the period 29.10.2024 to 27.06.2025 is for the period more than Six month and which is not in accordance with the Clause 6.33 of GERC Supply Code - 2015 and MGVCL Circular No. MGVCL/CE (T20)/Tech/899 dated 5.11.2018.

ORDER

6.0 The Forum has come to the conclusion that

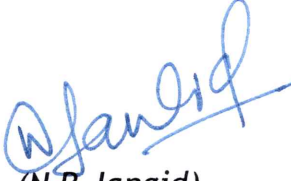
- 6.1 The Supplementary bill issued for Rs. 21,90,141.72 by MGVCL Indrapuri sub division for slowness of the meter for the period 29.10.2024 to 27.06.2025 is not in accordance with the Clause 6.33 of GERC Supply Code - 2015 and MGVCL Circular No. MGVCL/CE (T20)/Tech/899 dated 5.11.2018.
- 6.2 The Supplementary bill to be revised for Six Month period from the date of the replacement of the Meter i.e. 27.06.2025 within a week time.
- 6.3 With this order, 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

