

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-26-2025-26
Complainant	M/s Shree Umiyaji Masala Mill, D-59/60, Sardar Industrial Estate, Ajwa Road, Vadodara - 390019
Respondent	Madhya Gujarat Vij Company Limited (MGVCL), Indrapuri Sub Division
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 registered on E-CGRF portal dated 19.09.2025, E-CGRF application No. MG179, regarding objection to bill issued for slow meter.

1.0 On 30.09.2025, the grievance of the Complainant, was heard before Consumer Grievance Redressal Forum, wherein Shri Tushar Garg remained present on behalf of the Complainant whereas Shri D R Parmar, Deputy Engineer Sardar Estate sub division appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

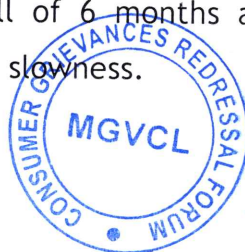
2.0 The brief history of the case is as under -

2.1 M/s Shree Umiyaji Masala Mill is having a 97 KW LTMD Connection bearing Consumer No. 16710/50050/0 at D-59/60, Sardar Industrial Estate, Ajwa Road, Vadodara - 390019 under Sardar Estate Sub Division Office.

2.2 The consumer's LTMD connection No. 16710/50050/0 was checked on 04.01.2025 with Accuchek Meter by MGVCL Vigilance team, Baroda(O&M) Circle (Checking Sheet No. 954) and the energy meter Sr. No. MWCT 04966, Genus Make was found 35.387% slow i.e. recording less.

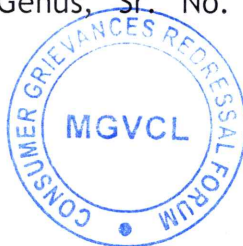


- 2.3 MGVL Sardar Estate subdivision has issued a supplementary bill for slowness of meter for the period 19.07.24 to 04.01.25.
- 2.4 Complaint had preferred third part inspection of the meter & accordingly third part inspection was carried on 13.06.25 by M/s. Yadav Measurements Pvt. Ltd. in the presence of Mr. Tushar Garg (representative of consumer) & D R Parmar Dy. Engineer Sardar Estate sdn of MGVL). During the testing meter was found 36.99% slow.
- 2.5 The slow meter (Sr. No. MWCT 04966) was replaced on 02.07.25.
- 3.0 The representative of the complainant contended during the hearing that -
- 3.1 Their meter was tested by MGVL on 04.01.25 & it was found that meter is 33% slow.
- 3.2 They preferred 3rd party inspection of the meter & 3rd party inspection was carried out on 13.06.25 & during the inspection slowness was confirmed. However, neither report specifies from which date the slowness actually was started.
- 3.3 As per MGVL guideline they have received the supplementary bill for 6 month prior to date of testing of the meter.
- 3.4 They have submitted that meter slowness calculation is not justified. Their last 6 months bill & consumption data prior to January 2025 does not show any indication of slowness. It appears that the slowness in the meter developed after January-25 & not earlier. Therefore, the recovery of 6 months average is not fair & it is against the law of natural justice.
- 3.5 As per rules in case of slowness the licensee may also raise average bill based on past consumption of the meter but no such average assessment has been considered.
- 3.6 The forum is requested to re-examine the period for which supplementary bill has been charged. They further requested to charge supplementary bill from the probable date of slowness i.e., post Jan-2025 instead of charging for 6 months without having any evidence.
- 3.7 They prayed to set aside the supplementary bill of 6 months and issue revised bill as per actual & the justified period of slowness.



4.0 The respondent contended that -

- 4.1 Complainant Shree Umiyaji Masala Mill, consumer No. 16710/50050/0, contract demand 97.0 KW of LTMD category was checked by B M Chaudhary, JE, IC squad of Baroda O&M circle on 04.01.2025 in the presence of consumer's representative. The meter was detected 35.387% slow (Checking sheet No. 954).
- 4.2 Based on the checking sheet, the supplementary bill for slowness of meter of 35.387% for the period 19.07.24 to 04.01.25 was issued on 13.01.25 to the complainant. As per MRI tempered data report low voltage was recorded from May-24. The last inspection of the complainant's meter was carried out on 19.07.24 & hence supplementary bill for the period from the last date checking was issued as per clause 6.33 of the Supply Code, 2015 and amendments thereof from time to time, which was less than 180 days.
- 4.3 It was informed to the complainant that as per supply code 2015 cl. No. 6.30 & 6.34, they may carry out 3rd party inspection & the list of NABL accredited 3rd party inspection agencies are available on MGVCL website.
- 4.4 The complainant vide their letter dtd. 20.01.25 has raised their grievance regarding their supplementary bill and asked MRI report & asked for 3rd party inspection of their meter.
- 4.5 The copy of MRI data was given to the representative of the complainant in person on 20.01.2025.
- 4.6 They have reminded to complainant to carry out 3rd party inspection at the earliest vide letter No. 675 dtd.17.02.25. However, the complainant has not arranged the inspection & hence again on 29.05.25 notice was issued to arrange 3rd party inspection within 7 days.
- 4.7 3rd party inspection from M/s. Yadav Measurements Pvt. Ltd. was arranged on 13.06.2025 and inspection was carried out in the presence of D R Parmar, DE, Sardar Estate sdn & Tushar Garg, Head of operation of Shree Umiyaji Masala mill and the slowness of 36.99% was observed. M/s Yadav Measurements Pvt. Ltd. has issued certificate of calibration No. YMPL/356290/215907 on 17.06.2025.
- 4.8 The slow meter (Make Genus, Sr. No. MWCT04966) was replaced on 02.07.2025.



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 The meter of consumer No. 16710500500 was checked on 04.01.25 & slowness of 35.387% was detected. As per Meter MRI tempered data report low voltage detected from May-2024.

5.2 The copy of MRI report was given to the complainant by respondent.

5.3 The complainant was given fair opportunity to carry out 3rd party inspection of the meter from NABL accredited agency & accordingly, 3rd party inspection of the meter was carried out by M/s Yadav Measurements Pvt. Ltd. on 13.06.25 & meter was found 36.99% slow.

5.4 This Meter slowness was also confirmed during 2nd Party Inspection of the Meter.

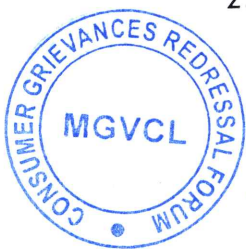
5.5 The Clause 6.33 of GERC Supply Code - 2015 provides as under:

".....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 MGVL Circular No. MGVL/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 has issued the Supplementary bill of Rs. 1,90,623.70 on 13.01.2025 in accordance with the above provision of GERC Supply Code and MGVCL Circular dated 5.11.2018.

ORDER

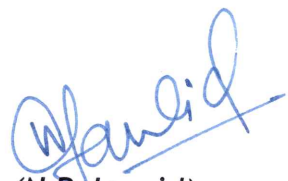
6.0 The Forum has come to the conclusion that

- 6.1 The Supplementary bill issued by MGVCL Sardar Estate sub division for slowness of the meter is in order.
- 6.2 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

