



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/ 588

Date : 06/08/2026

Complain No. MG-I-10-2026-27

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

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-II-10-2026-27
Complainant	M/s Flowman Metrix Pvt Ltd, 804 Nilamber Triumph, Nilamber Circle, Gotri, Vadodara
Respondent	Madhya Gujarat Vij Company Limited (MGVCL)
Date of hearing	09.07.2026 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
Independent Member	Shri Sajjansinh A Padwal
Representative of Consumer	Shri K.B. Dhebar
Representative of Prosumer	Shri M.M. Piprotar

The complaint dated 07.07.2026 regarding application for reregistration and for revision of supplementary bill in terms of the order passed by Company Level CGRF Forum dated 24.06.2026.

1.0 On 09.07.2026, 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 DE Lab, 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 regarding application for reregistration and for revision of supplementary bill in terms of the order passed by Company Level CGRF Forum dated 24.06.2026.

2.2 Above 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.

- 2.3 Against it applicant approached this Forum but Supplementary bill was issued under the clause 126 of Electricity Act 2003 and Forum has not jurisdiction following order has been passed on 24.06.2026.
- 2.4 After that MGVL Halol Division has issued revised bill amounting Rs. 21,86,429.57 on dated-02.07.2026.
- 2.5 Against it Consumer has approached this Forum.
- 3.0 The representative of the complainant contended during the hearing that -
- 3.1 We are an HT consumer bearing Consumer No. 60779 and was earlier issued a supplementary bill alleging meter slowness for the period from 29.08.2025 to 25.02.2026.
- 3.2 Aggrieved by the said supplementary bill, we had approached this Hon'ble Consumer Grievances Redressal Forum by filing a complaint raising detailed factual, technical and legal objections based on the MRI Data and Event Data supplied by the MGVL.
- 3.3 During the proceedings, this Hon'ble Forum examined the MRI/Event Data produced by the MGVL and, while discussing the technical evidence, specifically observed that the continuous event of Y-Phase CT Missing commenced only from 21.01.2026, whereas the earlier events were intermittent in nature.
- 3.4 Although the Hon'ble Forum did not issue any operative direction for revision of the supplementary bill, as the assessment was treated by the MGVL as one under Section 126 of the Electricity Act, 2003, the aforesaid observation constitutes an important factual finding based upon the MRI/Event Data available on record. Thereafter, the MGVL issued a Revised Supplementary Bill dated 02.07.2026 for an amount of Rs. 21,86,429.57.
- 3.5 We submit that even the revised supplementary bill has not been prepared by properly considering the MRI/Event Data and the factual findings recorded by this Hon'ble Forum. The revised assessment continues to proceed on the premise that meter slowness existed for a period not supported by the MRI/Event records.
- 3.6 The MRI/Event Data does not establish continuous Y-Phase CT Missing prior to 21.01.2026. The earlier recorded events are only intermittent events of short duration and cannot, by themselves, justify an

assumption of continuous meter slowness for the entire assessment period.

3.7 Once the technical record itself demonstrates that the continuous abnormality commenced only from 21.01.2026, any supplementary assessment relating to the period preceding 21.01.2026 is contrary to the MRI/Event Data and unsupported by technical evidence.

3.8 The revised supplementary bill, therefore, remains arbitrary and erroneous, as it has not been prepared strictly on the basis of the actual MRI/Event Data and the technical evidence available on record.

3.9 Applicant requested that

3.9.1 Admit and register the present complaint against the Revised Supplementary Bill dated 02.07.2026 issued by the MGVCL.

3.9.2 Hold that the revised supplementary assessment has not been prepared in accordance with the MRI/Event Data and the factual findings recorded during the earlier proceedings before this Hon'ble Forum.

3.9.3 Direct the MGVCL to reassess the supplementary bill strictly on the basis of the MRI/Event Data and the actual period supported by the technical evidence, without presuming continuous meter slowness for any period not established by the MRI records. Quash and set aside the revised supplementary bill to the extent it is inconsistent with the MRI/Event Data and issue appropriate directions for issuance of a fresh supplementary bill in accordance with law. Grant such other and further relief as this Hon'ble Forum may deem fit and proper in the interest of justice.

3.9.4 During hearing representative also raised question about make/break event and argued that can we considered make/break event to calculate slow meter or not? If not he has to be given benefit for that and bill might be revised and accordingly MGVCL, Halol Division to be directed.

3.9.5 He also requested to direct MGVCL not to consider DPC if any delay in the payment even applicant is paid all payment regarding supplementary bill, as the case in the CGRF

4.0 The respondent contended that -

- 4.1 Applicant having HT connection bearing consumer No-60779 on the name of Flowman Metrix. Said connection 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 issued but at that time bill was issued U/s 126 of EA 2003 by mistake.
- 4.2 Against it applicant approached CGRF, Vadodara and order has been passed on 24.06.2026.
- 4.3 After that being the case of slowness, supplementary bill of slowness has been issued based on MRI data which is in order.
- 4.4 Applicant is paid slowness bill.

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 Complainer has HT connection bearing consumer No-60779 on the name of Flowman Metrix and submit grievance regarding application for reregistration and for revision of supplementary bill in terms of the order passed by Company Level CGRF Forum dated 24.06.2026.
- 5.2 Above 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.
- 5.3 Against it applicant approached this Forum but Supplementary bill was issued under the clause 126 of Electricity Act 2003 and Forum has not jurisdiction following order has been passed on 24.06.2026.

5.3.1 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.

5.3.2 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.

5.3.3 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.

5.3.4 With this Order, the consumer's representation / application stands disposed off.

- 5.4 After that MGVCL Halol Division has issued revised bill amounting Rs. 21,86,429.57 on dated-02.07.2026 based on MRI data.
- 5.5 During the applicant raised issue about period of slowness. He asked that intermediate portion of PT missing can be considered or slowness bill is issued after continue PT missing event?
- 5.6 The Clause 6.33 of GERC Supply Code - 2015 provides as under: "The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within 2 working days of the date of testing. 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.
- 5.7 Applicant's connection was checked on 25.02.2026 and found slow meter. As per MRI Data, it was found that PT missing (Continues even) from 21.01.2026 and make/break even also observed from Date-29.08.2025 i.e. within 6 months (180 days)
- 5.8 For point 5.7 (make/break event consideration) it is considered order of Ombudsman in the case of M/s Rajkamal Plastic Industries V/s MGVCL (Case No. 04/2023). Point 4.16 of the said order is *"The supplementary bill issued by the Respondent vide no. 1869 dated 19.07.2022 is for the period of 04.08.2021 to 12.02.2022 for slowness of meter @-39.47% is to be revised for 6 months period as per the provision 6.33 of GERC's Electricity Supply Code and Related Matters Regulations-2015. The cumulative temper report of meter MRI data confirms the breaking of R & B phase voltage during the said period. The assessment units for the period of 6 months are required to be calculated*

considering the effect of make/break events reflected in cumulative temper report of the MRI data. The order passed by the CGRF is not in line with the provision of GERC's Electricity Supply Code and Related Matters Regulations-2015 hence treated as cancel."

- 5.9 As per above order of Ombudsman, Ahmedabad, make/break event is also considerable.

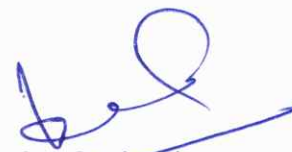
ORDER

1.0 The Forum has come to the conclusion that

- 1.1 MGVL. Halol has served slowness bill with considered make/break event for the period of 6 months which is in order.
- 1.2 As admitted by applicant, he has already paid the supplementary bill amount so, no further action to be taken.
- 1.3 Since the supplementary bill under grievance/consider in the CGRF, DPC can't be taken. MGVL is directed if pending supplementary bill is not paid by consumer after this order necessary DPC can be imposed.
- 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


(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