



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/470

Date : 07/07/2025

Complain No. MG-I-06-2025-26

To

M/s. Satyendra Packaging Ltd

LS No. 24/3, Zankharia

Ta. & Dist. Anand

Sub: Your grievances regarding Wrong Billing

Ref: Your application dated 21/06/2025 HT Cons.No. 15640

Dear Sir,

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

copy to:

SE (O&M) MGVCL - CO Anand

SE(DSM) MGVCL, Corporate Office

..He is requested to execute final wheeling agreement within 15 days.

EE (O&M) MGVCL DO Borsad

--He is requested to submit Action Taken Report within 7 days from the date of issue of this letter.

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-06-2025-26
Complainant	M/s Satyendra Packaging Ltd., LS No. 24/3, Zankharia, Tal. & Dist. Anand
Respondent	Madhya Gujarat Vij Company Limited (MGVCL)
Date of hearing	26.06.2025 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 20.06.2025 regarding issues of wrong billing.

1.0 On 26.06.2025, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein the Shri Vinod Trivedi and Pranav Gajjar on behalf of the Complainant whereas Shri G V Bamania - Executive Engineer, of Borsad 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 Satyendra Packaging Ltd. is having a 3300 KVA HT Connection No. 15640 at LS No. 24/3, Zankharia, Tal. & Dist. Anand.

2.2 The consumer has signed Provisional Agreement on 11.03.2025 with MGVCL for wheeling of 40% share from 18 MW capacity by injecting power from their Solar Plant connected at 66 KV Nagara GETCO S/s to the point of consumption at LS No. 24/3, Zankharia, Tal. & Dist. Anand, MGVCL HT Connection No. 15640.

2.3 The consumer has raised grievance related to billing done by MGVCL w.r.t. to the Banking.



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

3.1 In the energy bill issued by MGVL for May 2025, Banking charges @ Rs. 1.50 / Unit levied on net energy injected whereas as per GERC Order of August 2024 the Banking charges are applicable only on allowable Banked energy (30% of total consumption of MGVL) and not on net energy injected.

3.2 It is requested that instructions may be given to concern MGVL officials to correct the calculation and deduct the amount of banking charges on allowable banking units.

4.0 The respondent contended that -

4.1 The consumer has signed Provisional Agreement on 11.03.2025 with MGVL for wheeling of 40% share from 18 MW capacity by injecting power from their Solar Plant connected at Nagara, Surendranagar.

4.2 As per Clause 3.5 Option 1 (a) of the Agreement, The banking charges shall be evaluated for energy accounting on 15 minutes time block basis. The difference between the injected energy from green energy generator available at consumption point and consumer's consumption in same 15 minutes time block basis shall be considered as banked energy.

4.3 Clause No.3.5 Option-1 (c): The permitted quantum of banked energy shall be at least 30% of total consumption of electricity from the distribution licensee by the consumers during the billing period.

GUVNL letter no GUVNL/RE/SE (RE-1)/GEOAR/Banking dt.31.08.2024 regarding clarification on banking provision of electricity wherein it is clarified that

(1) Permitted quantum of banked energy by the green energy open access consumers shall be maximum up to 30% of total consumption of electricity from the distribution licensee by the consumers during the billing period with payment of banking charges as per the prevailing regulation.



- (2) For calculating quantum of total consumption of electricity from the distribution licensee, Electricity obtained through Open Access arrangements either from a third-party supplier or via captive generation utilizing the distribution network, shall be excluded.)

4.4 Solar Banking Charge = Net power injected by SGP at Consumer End KWH (After deducting Surplus Injection unit) + Total Banked Energy Or Allowable Bank Energy (30% of Total Consumption from MGVL) - KWH Drawn from the Discom by SGP.

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 executed provisional Solar wheeling agreement with the respondent MGVL on 11.03.2025
- 5.2 The Clause 3.5 of the Agreement enumerates the provisions related to Energy Accounting and Banking facility. It is also specified in Option-1 Clause (e) that Banking charges shall be applicable as per GERC Green Open Access Regulations, 2024.
- 5.3 The provisions related to Banking facility as per GERC (T&C for Green Energy Open Access) Regulations, 2024. Notification No. 08 of 2024 dated 21.02.2024

“17.6. Banking facility and charges

- 1) *Banking facility shall be permitted to the consumers availing Green Energy Open Access.*
- 2) *For the purpose of these Regulations, the banking means surplus green energy injected in the grid in 15 minutes time block basis and credited with the distribution licensee energy by the Green Energy Open Access consumers and that shall be drawn along with charges to compensate the distribution licensee by the open access consumer.*
- 3) *The banking of energy shall be evaluated for energy accounting on 15 minutes time block basis. The difference between the injected energy from green energy generator available at consumption point and consumer's consumption in same 15 minutes time block basis shall be considered as banked energy.*



- 4) *The consumption of banked energy shall be permitted on billing cycle basis in a manner specified as under:*

In the billing cycle, the banked energy, if any, available during peak period (i.e. Time of Use -ToU period specified in the Tariff Orders of the Commission for respective distribution licensees from time to time) shall be allowed to be utilized during the peak period and the off-peak period (i.e. period other than peak period) by the Green Energy Open Access consumer.

Provided further that in case of the banked energy available during off-peak period (i.e. period other than the peak period) shall be utilized only during off-peak period by the green energy open access consumer.

5)

- 6) *The permitted quantum of banked energy by the green energy open access consumers shall be at least 30% of total consumption of electricity from the distribution licensee by the consumers during the billing period.*

.....”

All the above provisions are also specified in Option-1 under Clause 3.5 of the provisional Agreement dated 11.03.2025.

Further, GUVNL vide letter dated 31.08.2024 has given the following method to be considered for calculation of banking for the consumers availing Green Energy OA under GERC Green Energy OA Regulations 2024:

- (1) Permitted quantum of banked energy by the green energy open access consumers shall be maximum up to 30% of total consumption of electricity from the distribution licensee by the consumers during the billing period with payment of Banking charges as per the prevailing regulation.

- (2) For calculating quantum of total consumption of electricity from the distribution licensee, Electricity obtained through OA arrangements either from a third-party supplier or via captive generation utilizing the distribution network, shall be excluded



Accordingly, Banking charges are applicable only on the permitted quantum of the Banked Energy and not applicable on the entire generation.

ORDER

6.0 The Forum has come to the conclusion that

- 6.1 The Complainant shall enter into Final Agreement with Respondent MGVL for wheeling of power from its Solar plant to the point of consumption within fifteen days.
- 6.2 Banking charges are payable only on the permitted quantum of Banked energy as per GERC (T&C for Green Energy OA) Regulations, 2024, Notification No. 08 of 2024 dated 21.02.2024 and GUVNL clarification dated 31.08.2024.
- 6.3 Respondent is directed to revise the set of calculations considering the above within 15 days and credit the amount in the bill account of complainant's HT connection no. 15640.
- 6.4 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

