



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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E-mail: serc.mgvcl@gmail.com

Ref No. MGVCL/RA&C/Forum/Hearing/KMB/553

Date : 04/06/2026

Complain No. MG-I-02-2026-27

To
Kamal Mangilal Bhandari
Plot No.2011, GIDC
Halol, Dist. Panchmahal

Sub: Your grievances regarding refund of suomotu estimate for LT to HT
Conversion.

Ref: Your application dated 07.04.2026

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) Halol D.O.

D.E. Halol GIDC S/dn.

--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-02-I-2026-27
Complainant	M/s Kamal Mangal Bhandari, LS No.2011 GIDC Industrial Estate, Halol, Dist-Panchamahar
Respondent	Madhya Gujarat Vij Company Limited (MGVCL)
Date of hearing	16.05.2026 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 07.04.2026 regarding refund of suomotu estimate for LT to HT conversion.

1.0 On 16.05.2026, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein the Shri Kamal Mangal Bhandari, proprietor on behalf of the Complainant whereas Mrs. Supriya Raha - Deputy Engineer, Halol Division and Shri Charel- JE Halol GIDC Section 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 M/s Kamal Mangal Bhandari is having a LTMD Connection No. 17101/52557/1 at LS/Plot No. 2011, Halol GIDC At & PO Halol, Dist: Panchamahar under Halol (O&M) Division, MGVCL.

2.2 Connection was released on 07.03.2010 with 90 KW LTMD connection running as contracted demand. Consumer had utilized load above the contracted load for the month of May-22, June-22, July-22, August-22, September-22 & December-22 hence vide letter No. MGVCL/GIDC/Suo Motto Notice/2022/4045 Dated-03.01.2023, notice had been issued to consumer as per GERC supply code clause No. 4.95 and intimated consumer to submit an application within 30 days to regularize excess



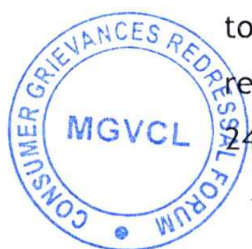
load else Sou Mottu proceeding to regularize the load will be initiated and billing shall be done by adding applicable LT network losses to the energy and demand recorded in meter. As consumer didn't come out to regularize the load, MGVCL after due procedure issue estimate on 21.09.2023 which was paid by the consumer. Vide letter dated 29.01.2024, consumer requested to JE Halol GIDC Section Office, that there is no need for the installation of transformer for this transition till Sept-Oct-24 for 6-8 months as per request and we will try to manage the load to avoid any damage in transformer. Accordingly Circle office vide letter dated-09.02.2024 issued release order for contracted load 135 KVA as HTP-1 category. Then, Halol Division office was started HT billing for 135 KVA from 12.06.2024 and intimated consumer vide letter dated-24.06.2024

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

- 3.1 The consumer has raised grievance that even though he paid estimate for LT to HT Sou moto and not any work of conversion is done till date, HT billing is started.
- 3.2 He also represented that provisional estimate was fully paid and actual execution of work is not done the amount collected remains unutilized and will be refunded. He is not utilized full capacity of load and his demanded remains below the 90 KW even and as per new tariff category (LTMD up to 150 KW) his connection should be transferred to LT category as he utilized load less than 150 KW.
- 3.3 He also represented that his LT category to be restored and billing to be done as per LT category as no HT line work is done till date.
- 3.4 Till date LT Security Deposit is not refunded.

4.0 The respondent contended that -

- 4.1 Consumer maximum demand observed high for the month of May, June, July, August September and December 2022 and therefore notice issued to consumer 03.11.2022 to regularize the load or Soumoto load to be regularized. Estimate was issued on 21.09.2023 which was paid on 24.01.2024 and 25.01.2024.



- 4.2 Consumer requested vide letter dated-29.01.2024 there is no need for the installation of transformer for LT to HT transition till Sept-Oct-24 and also informed to JE Halol GIDC Section Office that as communicated earlier, the invoice from MGVCL will be raised as per the HT invoicing process.
- 4.3 Based on Consumer's request, Halol Division vide email dated 17.02.2024 informed Godhra Circle to issue release order. Godhra Circle issued release order on 09.02.2024 and connection was released on 12.06.2024. Consumer has been intimated vide letter dated-24.06.2024
- 4.4 Consumer has not submit test report till date and yet not work completed at their side.
- 4.5 Consumer has not approached the office and now after long period approximately 2 years they raised the question.
- 4.6 Halol Division has processed as per the Supply Code 2015 clause No. 4.95

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 Consumer having LTMD connection at Halol GIDC with contracted load of 90 KW. Consumer has utilized load above the contracted load for the month of May, June, July, August, September and December 2022
- 5.2 As per GERC Supply Code clause no. 4.95 consumer has served Sou Moto notice on 03.11.2022 and then issued estimate to conversion LTMD to HT connection which was paid by consumer on 24.01.2024 and 25.01.2024 and requested Subdivision there is no need for the installation of transformer for this transition till Sept-Oct-24 for 6-8 months and also informed to JE Halol GIDC Section Office that as communicated earlier, the invoice from MGVCL will be raised as per the HT invoicing process.
- 5.3 Godhra Circle issued release order on 09.02.2024 and connection was released on 12.06.2024. Then, Consumer has been intimated vide letter dated-24.06.2024 by Executive Engineer, Halol Division that consumer will be billed on the basis of contract demanded of 135 KVA for monthly minimum charges from dated 12.06.2024 and during the processing



period of regularization of their contracted demand whenever the recorded demand has exceeded 105 KW the billing shall be done by adding applicable LT network losses to the energy and demand recorded in meter. Accordingly bill is processed.

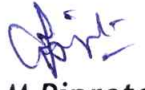
- 5.4 Consumer has not submit test report till date also required work of installation of private transformer etc for HT category is not done.
- 5.5 LTMD category Security Deposit is not refunded to consumer.
- 5.6 As per Technical Sanction copy, it is observed that consumer was served estimate of Rs. 1118129/- (For registration charge, Fixed Charge @ Rs.1500 per KVA, GETCO Pro-Rata charges @ Rs.1790 per KVA and Security Deposit) while Rs. 275412/- was borne by company.

ORDER

1.0 The Forum has come to the conclusion that

- 1.1 The consumer category has been changed from LTMD to HT connection as per GERC Supply Code clause no. 4.95 as consumer utilized excess load over contracted demand which is in order.
- 1.2 Estimate served to consumer for LTMD to HT (Suomoto) was issued as per GERC order as per fixed charge basis and no amount recovered from consumer towards line charges.
- 1.3 The existing total security deposit (Available for LTMD and paid for HT) shall be reviewed in accordance with the security deposit regulations issued by GERC and necessary actions for refund or recovery of the differential amount shall be taken based on such review
- 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

