

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-12-2025-26
Complainant	M/s Asahi Songwon Colors Ltd., 429 - 432 ECP Channel Road, Dudhwada, Tal: Padra, Dist: Vadodara
Respondent	Executive Engineer, Madhya Gujarat Vij Company Limited (MGVCL), Jambuva (O&M) Division Office.
Date of hearing	26.08.2025 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 01.08.2025 regarding issues of wrong billing.

1.0 On 26.08.2025, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rohan Bhate appeared on behalf of the Complainant whereas Shri V. D. Chauhan, Deputy Engineer (Tech) and Shri D.N. Chandani, Jambuva (O&M) 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 Asahi Songwon Colors Industries Ltd. is having a 3650 KVA HT Connection No. 13575 at 429 - 432 ECP Channel Road, Dudhwada, Tal: Padra, Dist: Vadodara under MGVCL Jambuva (O&M) Division.

2.2 The consumer has signed Wheeling Agreement on 30.03.2022 with MGVCL for wheeling of 3.96 MW capacity by injecting power from their Solar Plant located at village Bhathala, Tal: Balasinor, Dist. Mahisagar at 11 KV level in 66 KV Bhathala S/s of GETCO to the point of captive consumption at 429 - 432 ECP Channel Road, Dudhwada, Tal: Padra, MGVCL Connection No. 13575.



2.3 The consumer has raised grievance related to billing done by MGVCL for the period from April 2022 to December 2024, by applying GETCO losses on the energy calculation when both injection and drawl of power is within same DISCOM.

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

3.1 Solar Power is both being injected and consumed within the same DISCOM, hence as per the provisions of GERC Open Access Regulations, 2011 GETCO transmission losses are not applicable.

3.2 In the energy bill issued by MGVCL Jambuva Division, GETCO transmission losses has been applied on the wheeled energy for computing set-off of energy from the time of commissioning of the Solar project.

3.3 We have made various representations to MGVCL Jambuva Division in this regard and since January 2025 till date, MGVCL has not deducted GETCO transmission loss.

3.4 However, MGVCL has deducted the GETCO transmission loss for the period from April 2022 to December 2024 which is having financial implication on our operation.

3.5 Upon representing the matter to Jambuva (O&M) Division, it was conveyed through letter No. 3318 dated 21.07.2025 to approach CGRF MGVCL Corporate Office, in the matter and accordingly, the present grievance has been made.

3.6 It is requested to take up the grievance at the earliest and resolve the issue.

4.0 The respondent contended that -

4.1 In accordance with the CGRF Order dated 21.01.2025 in the grievance raised by M/s Ruchi Foods LLP, Jambuva Division has not considered the GETCO transmission losses while computing the energy for set-off from the energy bills of January 2025 onwards.



4.2 Pursuant to the grievance made by the complainant before this Forum, Jambuva Division has recalculated the energy set off for the period from April 2022 to December 2024 in line with the directives passed vide CGRF order dated 21.01.2025 and appropriate credit shall be passed on to the complainant in the ensuing month's energy 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 The complainant has executed Agreement with the respondent MGVCL on 30.03.2022, for wheeling of Solar power from their Solar Plant located at village Bhathala, Tal: Balasinor, Dist. Mahisagar at 11 KV level in 66 KV Bhathala S/s of GETCO to the point of captive consumption at 429 - 432 ECP Channel Road, Dudhwada, Tal: Padra, MGVCL Connection No. 13575. Thus, both the point of injection and point of drawl are within the same DISCOM i.e. MGVCL.
- 5.2 This Forum vide its order dated 21.01.2025 in the grievance raised by M/s Ruchi Foods LLP has already decided that as per provision of GERC Open Access Regulation, 2011, for a Long Term Open Access Customer connected to Distribution System for inter-se transaction of drawl and injection both within the same distribution Licensee, Applicable losses shall be Distribution loss in kind at relevant voltage level. Accordingly, GETCO Transmission losses shall not be applicable on wheeled energy.
- 5.3 Respondent MGVCL Jambuva Division has discontinued the application of GETCO transmission losses while computing the energy set-off w.e.f. January 2025 in line with CGRF directives vide order dated 21.01.2025.
- 5.4 It is noted that MGVCL Corporate Office has issued guidelines through Letter No. MGCov/0601/07/2025 dated 16.07.2025 wherein it is clarified at Sr. No. 04 that the GETCO transmission losses are not applicable on the Solar power both injected and consumed within MGVCL.



The Respondent Jambuva (O&M) Division has not followed the above guidelines and asked the complainant to approach MGVL Corporate CGRF for adjudication in the matter.

Forum also took serious note of the fact that inspite of clear guidelines from Corporate Office, the Respondent Jambuva (O&M) Division has not acted accordingly and compelled the complainant to approach MGVL Corporate level CGRF for appropriate relief.

- 5.5 The representative of Respondent MGVL Jambuva Division has conveyed that they have recalculated the energy set off for the period from April 2022 to December 2024 in line with the directives passed vide CGRF order dated 21.01.2025 and appropriate credit shall be passed on to the complainant in the ensuing month's energy bill.

ORDER

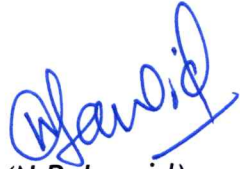
6.0 The Forum has come to the conclusion that

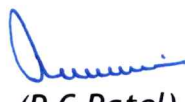
- 6.1 Respondent MGVL Jambuva Division shall revise the energy set of calculations for the period from April 2022 to December 2024, within 7 days and credit the amount in the bill account of complainant's connection no. 13575.
- 6.2 With this Order, the consumer's representation / application stands 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

