

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-17 to 22-2025-26
Complainants	
No. 17	1. Shri Maheshbhai G Shah, 2 nd Floor, Unit No. 1 - 21, Shivalik Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara
No. 18	2. Shri Maheshbhai G Shah, 4 th Floor, Unit No. 22 - 42, Shivalik Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara
No. 19	3. Shri Nisarg M Shah, 2 nd Floor, Unit No. 22 - 2, Shivalik Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara
No. 20	4. Shri Nisarg M Shah, 4 th Floor, Unit No. 1 to 21, Shivalik Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara
No. 21	5. Shri Mrunali M Shah, 3 rd Floor, Unit No. 22 to 42, Shivalik Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara
No. 22	6. Shri Dhruvat N Shah, 3 rd Floor, Unit No. 1 to 21, Shivalik Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara
Respondent	Deputy Engineer, Madhya Gujarat Vij Company Limited (MGVCL), Khatamba Sdn.
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 06 complaints dated 21.08.2025 regarding issues of non-grant of electricity connections in individual name.

1.0 On 26.08.2025, the case of the Complainant(s) Grievances were heard before Consumer Grievance Redressal Forum wherein Shri Maheshbhai G Shah appeared on behalf of all the 6 Complainants whereas Shri M.N. Prajapati, Deputy Engineer, Khatamba (O&M) 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 -



1. The complainants viz. Shri Maheshbhai G Shah (2 applications), Shri Nisarg M Shah (2 applications), Shri Mrunali M Shah and Shri Dhruvat N Shah, all

Directors of Shivalika Associate had applied to Respondent, MGVL Khatamba Sub Division for six individual 80 KW LTMD connections at Floors No. 2, 3 & 4 of Shivalik Palace, Village Limda, Tal.: Waghodia, Dist. Vadodara by submitting different Vera Pavti (Property Tax paid certificate) for each connection. The connections were sought under approved Infrastructure Scheme.

2.2 During survey by Khatamba Sub Division officials, it was observed that all the above applicants are Directors of Shivalika Associate who have sought the six electricity connections for the purpose of "Hostel" on the different wings in Floors No. 2, 3 & 4 of Shivalik Palace.

2.3 As per MGVL, Corporate Office clarification through letter No. MGVL/Corporate/Tech/DE 9T-3)/BOM / 1116 dated 13.08.2025, it being evident that six small LT connections being sought by different Directors of Shivalika Associates, the applications were not granted and applicants have to apply for HT connection at same place.

2.4 The applicants, being aggrieved by the denial of individual connections, have approached the Forum seeking directive to Respondent, MGVL for processing and granting their applications for individual LTMD electricity connections.

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

3.1 All the six applicants have submitted separate Vera Paavti (Property Tax paid certificate) to demonstrate separate legal entities, with the applications for separate individual LTMD connection each of 80 KW.

3.2 MGVL has neither granted new connections against these applications nor given any reply in the matter

3.3 MGVL Khatamba Sub Division may be directed to grant individual electricity connections to the applicants for the different Units in Shivalika Palace as specified in the application.

4.0 The respondent contended that -



4.1 Pursuant to the cancellation of the above six applicants, the representative were given clarification on the observation by Corporate Office and given guidance for way forward to get new electricity connections in the said premises.

4.2 Thereafter, following new applications are registered at Khatamba Subdivision for electricity connection in Shivalika Palace.

(a) On 23.08.2025, Shri Mayur Pravinbhai Jikarda has applied for 100 KW LTMD connection for Royal Castle Hostel on the 4th Floor of Shivalika Palace, Unit No. 402 to 420 & 423 to 441.

(b) On 25.08.2025, Shri Harsh Virenbbhai Rupani has applied for 130 KW LTMD connection for Code & Co on the 2nd & 3rd Floor of Shivalika Palace, Unit No. 202 to 220, 223 to 241, 302 to 320 & 323 to 341.

(c) The representative of complainants was asked about the above development and confirmed regarding the new applications made and submitted Index-2 of the Registered Lease Deeds dated 21.07.2025 & 30.07.2025 respectively in favour of

(i) Code & Co, represented by Partners Shri Vohra Afzal Rashidbhai and Shri Rupani Harsh Virenbbhai for the 2nd & 3rd Floor of Shivalika Palace, Unit No. 202 to 220, 223 to 241, 302 to 320 & 323 to 341 and

(ii) Royal Castle Hostel by Sadguru Corporation Proprieter Shri Mayur Pravinbhai Jikarda for the 4th Floor of Shivalika Palace, Unit No. 402 to 420 & 423 to 441

(d) The above applications are in process and under approval with Competent Authority of MGVCL.



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 premises where six electricity connections were sought by the complainants on 2nd, 3rd & 4th Floor of Shivalik Palace is subsequently

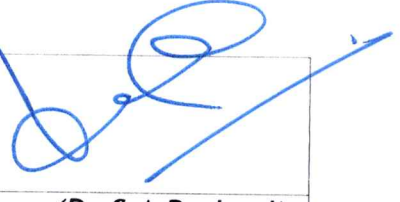
leased out to Royal Castle Hostel and Code & Co through Registered Lease Deed.

- 5.2 The above premises is being leased out in favour of third parties, who have applied for new electricity connections based on the Registered Lease Deed document. Accordingly, the request of the complainants for granting electricity connections in their names at the same premises cannot be considered.

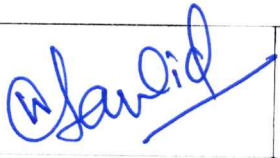
ORDER

6.0 The Forum has come to the conclusion that

- 6.1 The request of the complainants for granting six individual LTMD connections cannot be considered.
- 6.2 Respondent MGVL Khatamba Sub Division shall process the new applications for LT connections as per the provision of GERC Supply Code-2015 and SOP guidelines.
- 6.3 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

