MGVCL

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
Web site:www.mgvcl.com E-mail: serc.mgvcl@gebmail.com

Ref No. MGVCL/RA&C/Forum/Hearing/PC/ 590
Date : 06/08/2026

Complain No. MG-I-08-2026-27

To
Petro-chem
Piping Technologies P Ltd
Survey No. 236, Kashipura
Vadodara.

Sub: Your grievances regarding the estimate issued for addition of demand under suomoto procedure.

Ref: Your application dated 03.07.2026

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 Vadodara
EE (O&M) MGVCL DO Jambuva.
--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, 5^{TH} FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Complaint No.	MG-II-09-2026-27
Complainant	M/s Petro Chem Piping Technology Pvt Ltd, Plot No. 56, GIDC Ramangamdi, 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

M/s Petro Chem Piping Technology Pvt Ltd dated 29.06.2026 raised grievance against the estimate issued for Addition of demand under suomotu procedure by MGVCL and request for withdrawal of the same.

1.0 On 09.07.2026, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein the representative Shri Dipen Shah, on behalf of M/s Petro Chem Piping Technology Pvt Ltd. with submission of 'Authority Letter' of Managing Director of M/s Petro Chem Piping Technology Pvt Ltd. and Shri C. V. Bhatt, In-charge Executive Engineer & DE T Jambuva 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 We are having a 500 KVA HT connection in the name of M/s Petro Chem Piping Technologies Pvt Ltd located at Survey no: 236 Village: Kashipura Tal: Vadodara.

2.2 We are in the business of manufacturing of engineering fabrications and we are having major load of Induction banding facility and compressors.

2.3 From starting of our business at above location, we are continue with existing load l.e. we have not done any addition or reduction in our connected load or even we have not Increased our production capacity.

2.4 We are regularly paying the electricity bills raised by MGVCL

2.5 With above reference -1 we were in receipt of a notice from MGVCL regarding regularizing the excess load more than contract demand, in which it was mentioned that in month of Dec-25, Jan-26, Feb-26 & Mar-26 our demand was exceed than 500 KVA and we have to apply for additional load.

2.6 As already mentioned, we have not done any addition in our connected load or not increased our production capacity, we were surprised about the notice. However, at the same time we have taken the notice seriously and start working about the reasons for increase of actual demand.

2.7 In our Internal study we found that the APFC panels installed at our plant to maintain the power factor were gets damaged and the average power factor was dropped drastically resulting raise in maximum demand in KVA.

2.8 Before we take any decision about to reply of notice. Vide Ref-2 we received an estimate or Rs. 604899.00 for 84 KVA additional load from MGVCL

2.9 As per comparison of month wise MD and PF, apparent increase In Maximum Demand (KVA) was solely due to low Power Factor caused by the damaged/ defected APFC panel. There was absolutely no increase in actual electrical load (KW), connected load, machinery or production capacity. Therefore, the increase in KVA cannot be treated as a genuine requirement for enhancement of Contract Demand.

2.10 MGVCL has already recovered penalties for "Low Power Factor" as well as "Excess Demand Charges" through the monthly electricity bills. Therefore, asking us to increase our Contract Demand for this temporary issue puts an unnecessary financial burden on our company.

2.11 After our findings of reason for excess demand and receipt of additional load estimate, we have taken corrective measures to maintain power factor above 0.9 and the maximum Demand has also come within the sanctioned Contract Demand. Thus, the issue no longer exists.

2.12 With all above, we humbly submit our prayer before the honorable forum that;

2.12.1 We are not in requirement of additional load as existing load for our production capacity is sufficient and the demand Increased was due to failure of APFC panel only.

2.12.2 It is requested to cancel the 84 KVA additional load estimate issued by MGVCL amounting Rs. 604899.00 as it is unnecessary additional burden on our company and we not in capacity to pay it.

2.12.3 We also agreed that; now onwards we will keep our demand in well within the contract load and if required we will Increase load in advance.

2.12.4 Without prejudice to our rights and contentions, if any nominal charges are legally payable for regularization of the temporary deviation, we are willing to comply with the same. However, enhancement of Contract Demand is neither necessary nor justified under the facts of the present case.

3.0 The respondent contended that -

3.1 Applicant, M/S PETRO CHEM PIPING TECHNOLOGIES PVT LTD having HT connection of HTP-I category with Contracted Demand 500KVA bearing consumer number is 60426, at premises Survey no. 236 Village-Kashipura Ta-Vadodra under Jambuva Sub-division of Jambuva Division.

3.2 Consumer utilizing excess load more than Contract Demand i.e. drawl in excess of 5% of Contract Demand during the month of Dec-25: 539 KVA, JAN-26: 622 KVA, FEB-26: 631 KVA, MAR-26: 543 KVA

3.3 As per provision of Clause of 4.95 of GERC's Supply Code-2015, Jambuva Division Office issued 30 days notice Vide letter

JMB/REV/HT/26/2162/dtd.18.04.26 and informed consumer to regularize the excess load.

3.4 After 30-day Notice period over and no response from the consumer side, Joint site inspection has been carried out for TFR on dtd. 21.05.26 for HT Add 84 KVA under Suomoto procedure and proposal sent to Circle office vide L No. JMB/Tech/DE-I/HT_Suomoto add/2957/dtd.11.06.26.

3.5 Accordingly Estimate issued vide L No. MGCOV/0528/06/2026/dtd. 17.06.26 of Rs.6,04,899/-

3.6 Last date of Estimate payment was dtd.16.07.26, which was not paid by consumer till date.

3.7 Thus, charge (estimate) for additional load is as per GERC regulation and levied form Consumers.

4.0 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:

4.1 Applicant, M/S PETRO CHEM PIPING TECHNOLOGIES PVT LTD having HT connection of HTP-I category with Contracted Demand 500KVA bearing consumer number is 60426 under Jambuva Sub-division of Jambuva Division.

4.2 Consumer utilizing excess load more than Contract Demand i.e. drawl in excess of 5% of Contract Demand during the month of Dec-25, JAN-26, FEB-26 & MAR-26 in the financial year 2025-26.

4.3 As per provision of Clause of 4.95 of GERC's Supply Code-2015, Jambuva Division Office issued 30 days notice and informed consumer to regularize the excess load.

4.4 After 30-day no any response found from the consumer side, Jambuva Division Office started process of regularize the load and carried out survey for additional load 84 KVA under Suomoto.

4.5 After due procedure of approval, an Estimate issued to consumer vide Letter dated-07.05.26 amounting of Rs.6,04,889/-

4.6 Last date of Estimate payment was dtd.16.07.26, which was not paid by consumer till date.

4.7 Consumer doesn't want to pay an eestimate and approached Company Level CGRF.

4.8 As the case is excess demand of HT connection i.e. Demand based consumer, Clause 4.95 of GERC Supply Code 2015 is relate it which is re-iterated below.

In case of HT, EHT and Demand Based LT connections, if the maximum demand was recorded to be in excess of contract demand by 5% or more for at least four times during last financial year, the licensee shall issue a 30-day notice to the consumer for submitting an application form for enhancement of load. If there is no response from the consumer by the end of the notice period, the licensee shall start the procedure for enhancing the consumer's contract demand to the average of four recordings of maximum demand shown by the consumer's MDI meter in the last financial year. In such case, the consumer shall be liable to pay all applicable charges as per provisions of this Code for regularization of the enhanced demand. The enhanced demand will be considered as revised contract demand on receipt of such charges and all provisions of agreement shall be applicable to such consumers for revised contract demand.

In case of non-Demand Based LT connections, review of Contracted Load/ Sanctioned Load shall be carried out once in a financial year and if it is found that connected load on such type of connection is 25% or more than the Contracted Load/ Sanctioned Load in case of Residential Consumers and 10% or more than the Contracted Load/ Sanctioned Load in case of other categories of consumers, the licensee shall issue a 60-day notice to the consumer for submitting an application form for enhancement of load. If there is no response from the consumer by the end of the notice period, the licensee shall start the procedure for enhancing the consumer's Contracted Load/ Sanctioned Load to the load found at the time of inspection. In such case, the consumer shall be liable to pay all applicable charges as per provisions of this Code for regularization of the *enhanced load. The enhanced load will be considered as revised Contracted Load/ Sanctioned Load on receipt of such charges and all provisions of agreement shall be applicable to such consumers for revised Contracted Load/ Sanctioned Load.*

4.9 As per Supply Code 2015 (Clause No. 4.95) if consumer excess demand by 5%, of Contracted Demand then MGVCL has to initiate procedure of enhancing excess load. Also in case consumer give no response then enhance demand is regularized and consumer shall be liable to pay charges.

4.10 In particular of cases, consumer draw excess demand more than 4 time in the FY 2025-26 and even in the current year which leads MGVCL to take appropriate action as per clause 4.95 of GERC Supply code.

4.11 Applicant requested Forum to give relaxation to pay estimated amount, in response of it Forum is informed the consumer's representative that if consumer pay minimum charges of 2 year as per excess demand, and limit to use power within Contracted Demand then only estimate amount can not pay.

ORDER

1.0 The Forum has come to the conclusion that

1.1 The Suo-moto estimate issued by Respondent MGVCL is in accordance with the provisions of Clause 4.95 of GERC Supply Code-2015 and is in order.

1.2 The Respondent MGVCL shall convey the minimum charges payable for 2 years for the additional **84 KVA** load which shall be paid by the complainant. Upon receipt of this payment, the estimate for an amount of Rs.**6,04,899/-** shall be treated as cancelled and the Contract Demand of the consumer shall continue as **500 KVA**.

1.3 Consumer is not pay estimated amount of Suo-Moto procedure of load enhancing and hence debited to consumer's bill is also in order.

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