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/RFPL/591
Date : 06/08/2026

Complain No. MG-I-09-2026-27

To
Rajguru Forge P Ltd,
Arun Indu. Estate, Plot-A
Survey No.368,Samsabad
Vadodara.

Sub: Your grievances regarding levy of addl. Load charges of Rs. 684057/- and request for withdrawal of the same.

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, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Complaint No.	MG-II-09-2026-27
Complainant	M/s Rajguru Forge Pvt. Ltd; Arun Industrial Estate, Plot A, Survey No. 368, Samsabad, 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

The complaint of M/s Rajguru Forge Pvt. Ltd. dated 02.07.2026 against levy of Additional Load Charge of Rs. 684057/- 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 Shri Jagdishbhai Prajapati, on behalf of M/s Rajguru Forge Pvt. Ltd. with submission of 'Authority Letter' of Director of M/s Rajguru Forge 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 M/s RAJGURU FORGE PVT LTDis having HTP-I,CD: 400KVA bearing con no.60440 at premises R.S.no.368, Plot no.A,B-14,15,16 Vill-Samsabad Ta-Vadodara Di-Vadodara under Jambuva Sub-division of Jambuva Division.

2.2 The consumer draws excess demand in FY 2025-26.

2.3 Jambuva Division Office issued 30 days notice to regularize the excess load.

2.4 After notice period, Suomoto process has been initiated as consumer not come forward to regularize load and for that estimate charges was credited in the bill.

2.5 Being the HT connection, against it consumer approached Company level CGRF.

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

3.1 On behalf of M/s RAJGURU FORGE PVT LTD Shri Jagdishbhai Prajapati represented the case as per submission of Authority Letter.

3.2 We received the electricity bill dated 17/06/2026 for ₹7,97,711.12, which includes additional load charges of 6,84,057/-.

3.3 The excess demand recorded during the relevant billing period was purely temporary and occurred under exceptional operating conditions. At present, due to reduced production activities, our heavy electrical machinery is not in regular operation, and our electricity demand is well within the sanctioned contract demand. Our previous month's electricity bill dated 16/05/2026 was only 83,278.11, which clearly reflects our normal electricity consumption pattern.

3.4 We had already submitted a written representation to the Deputy Engineer, Tech-1, MGVCL, Jambuva Division, requesting reconsideration of the additional load charges and issuance of a revised bill. However, no satisfactory relief has been granted.

3.5 We also wish to submit that our manufacturing activities are frequently affected due to unexpected power interruptions and supply breakdowns from MGVCL, causing production losses and financial hardship. Despite these circumstances, such a substantial additional charge has been imposed on our company.

3.6 We have always cooperated with MGVCL and are committed to maintaining our electricity demand within the sanctioned contract demand in future.

3.7 In view of the above facts, we most respectfully request the Hon'ble Consumer Grievance Redressal Forum to

3.7.1 Set aside or suitably reduce the additional load charges of 6,84,057/-

3.7.2 Direct MGVCL to issue a revised electricity bill after granting appropriate relief.

3.7.3 Grant any other relief deemed just and proper in the interest of justice.

4.0 The respondent contended that -

4.1 M/s RAJGURU FORGE PVT LTDis having HTP-I,CD: 400KVA bearing con no.60440 at premises R.S.no.368, Plot no.A,B-14,15,16 Vill-Samsabad Ta-Vadodara Di-Vadodara under Jambuva Sub-division of Jambuva Division.

4.2 Being a demand based tariff, as per provision of Clause of 4.95 of GERC's Supply Code-2015, he is not allowed to draw in excess of 5% of Contract Demand.

4.3 Vide letter (L No: JMB/REV/HT/26/2178/dtd. 18.04.26 & (2) L No: JMB/REV/HT/26/2178/dtd. 18.04.26) 30-day Notice for regularizing the excess load more than Contract Demand i.e. drawl in excess of 5% of Contract Demand during the month (Sept-25, Dec-25, Jan-26, Feb-26 & Mar-26)

4.4 After 30-day Notice period over and no response from the consumer side, Joint site inspection has been carried out for TFR on dtd. 28.04.26 for HT Add 107 KVA under Suomoto procedure and proposal sent to Circle office vide L No. JMB/Tech/DE-I/HT_Suomoto add/2236/dtd.30.04.26.

4.5 Accordingly Estimate issued vide Letter dated-07.05.26 of Rs.6,84,057/-

4.6 Last date of Estimate payment was dtd.07.06.26, which was not paid by consumer. Hence as per Estimate condition page no.1 (highlighted by bold letter), Estimate was debited in the Energy bill for the month of July-26.

4.7 Thus, additional load charges is as per GERC regulation and levied form Consumers as excess demand also draw in current financial year.

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 Applicant having HTP-I connection with Contracted Demand 400 KVA (connection no.60440) at premises R.S.no.368, Plot no.A,B-14,15,16 Vill-Samsabad Ta-Vadodara Di-Vadodara under Jambuva Sub-division of Jambuva Division.

5.2 Consumer utilizing excess load more than Contract Demand i.e. drawl in excess of 5% of Contract Demand during the month of Sept-25 (456 KVA), Dec-25 (532 KVA), Jan-26 (430 KVA), Feb-26(547 KVA) & Mar-26 (493 KVA)

5.3 As per provision of Clause of 4.95 of GERC's Supply Code-2015, Jambuva Division Office issue 30 days notices Vide letter (L No: JMB/REV/HT/26/2178/dtd. 18.04.26 & (2) L No: JMB/REV/HT/26/2178/dtd. 18.04.26) to regularize the excess load.

5.4 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 107 KVA under Suomoto and proposal sent to Circle office vide L No. JMB/Tech/DE-I/HT_Suomoto add/2236/dtd.30.04.26.

5.5 As per approval of Circle Office, Estimate issued to consumer vide Letter dated-07.05.26 of Rs.6,84,057/-

5.6 Last date of Estimate payment was dtd.07.06.26, which was not paid by consumer. Estimate was debited in the Energy bill for the month of July-26.

5.7 Clause 4.95 of GERC Supply Code 2015 clearly stated that

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.

5.8 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.

5.9 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.

5.10 Applicant requested Forum to give relaxation to pay estimated amount, in response of it Forum is advised 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 **107 KVA** load which shall be paid by the complainant. Upon receipt of this payment, the estimate for an amount of Rs.6,84,057 shall be treated as cancelled and the Contract Demand of the consumer shall continue as **400 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