



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/HGP/

Date : 05/08/2026

Complain No. MG-I-07-2026-27

To
Shri Hiren G Patel,
16/B New Gayatri Park Society
Near Tulsidham, Manjalpur
Vadodara.

Sub: Your grievances regarding not entertain new connection due to arrears of old owner.

Ref: Your application dated 10.06.2026

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) MGVCL DO Halol

D.E. Kalol S/dn.

--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-07-2026-27
Complainant	Shri Hiren Patel and 3 others, Kalol
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 - 3-3-
Independent Member	Shri Sajjansinh A Padwal
Representative of Consumer	Shri K.B. Dhebar
Representative of Prosumer	Shri M.M. Piprotar

The complaint dated 10.06.2026 regarding complaint of Shri Hiren bhai Patel for not given connections due to old pending arrears.

1.0 On 09.07.2026, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein the Shri Hiren bhai , on behalf of Reliable Plast India, Drashti Beverages, Devya Beverages and Havelock Beverages and Shri Karotra 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 The complainant applied for industrial connection at Kalol Subdivision (4 connections as mentioned above) which were rejected due to old arrears of Shri Vipul bhai Chatur bhai Patel.
- 2.2 The consumer has raised grievance on 10.06.2026 before the CGRF, and requested to as old arrears is not pertain to land where connections were demanded and arrears of old premises is is more than Rs. 1 Lakh so approach Company level forum and requested to direct MGVCL to give connections

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

- 3.1 On behalf of Reliable Plast India, Drashti Beverages, Devya Beverages and Havelock Beverages Shri Hirenbbhai Govindbbhai Patel represented the case, Authorities of all have been submitted. Also Shri Vipulbbhai Chaturbbhai Patel remained present (owner of land where connections demended.)
- 3.2 Applicant represented that they have applied for Industrial connection in Kalol Subdivision for above connections in the LS No 23.
- 3.3 They have lease agreement and have legal possession. They wanted industrial connection and registered applications on 15.12.2025 abd paid 870027/- for 4 connections. Even though lapse of 7 months MGVCCL has not given the connection and raised query every time. Lastly MGVCCL vide letter denied the connection as per GERC supply code 4.30 (MGVCCL denied the connections due to old arrears)
- 3.4 For arrears, it is informed that one HT connection No. 41343 existed at that time in LS No. 33 which was confiscated by Baroda Peoples Co-Op. Bank due to NPA. The same land (Ls No. 33) has been obtained through auction by owner Shri Vipulbbhai Chaturbbhai Patel in year 2012.
- 3.5 Shri Vipulbbhai Chaturbbhai Patel and Partner Shri Jayantibhai sale out the land as per approved plan to 50 to 60 persons where MGVCCL has given more than 10 connections but during our applications MGVCCL raised issue of arrears.
- 3.6 MGVCCL Kalol has denied connections so many times and raised new queries every time which is mentioned as
 - 3.6.1 First time GST issue raised
 - 3.6.2 Second time, raised issue about shifting of 11 KV line
 - 3.6.3 Now raised issue about old arrears of HT connection which is also not pertain to this land.
- 3.7 Applicant pointed that arrears is of old HT connection which was located on LS No. 33 whereas we demand the connections on LS No. 23 so there is no any legal issues.
- 3.8 As per Hon'ble Supreme Court order in Paschimanchal Electricity Distribution Corporation Limited V/s Alloy Pvt Ltd (2009) clearly stated that, The outstanding amount of the utility bill does not

automatically become a charge on the property and the new the owner/occupier cannot be held liable for the outstanding amount of the previous customer. Therefore, it is not legal to hold us liable for the outstanding amount of other property owned.

- 3.9 Forum wanted to know from owner Shri Vipulbhai that he contacted MGCVCL office to verify any pending dues of the premises, in replied he denied that he has not contacted for the same.
- 3.10 Also forum wanted to know that whether he wants to pay pending dues or not? In response Shri Vipulbhai replied that he is ready to pay principal amount but Hon'ble court ordered to recover pending dues with interest so explained Vipulbhai that as per court ordered MGCVCL can't take/settle for principal amount.
- 3.11 Based on above applicant prayed that
- 3.11.1 Directed MGCVCL to process New Connections as demanded.
- 3.11.2 We will not be held responsible for outstanding balances of other owned property. So directed MGCVCL not to recover old dues of other premises from us.
- 3.11.3 Connection should be provided on time as per Section 43 of the Electricity Act 2003.
- 3.11.4 Compensation for our losses, interest on the estimate we paid, and the mental health care provided to us.
- 3.11.5 This is about inquiring into the officials for committing irregularities.

4.0 The respondent contended that -

- 4.1 A high tension HT connection (no.41353) was previously existed at Survey No. 33 Alindra, Kalol (M/s Quality Mechanical Works Pvt Ltd.) which was PDC on 01.02.1996 due to pending electricity dues.
- 4.2 MGCVCL has filed a recovery suit (Special civil Suit 107/1996) which was orderd in favour of MGCVCL ordering principal amount with interest.
- 4.3 These dues remain outstanding against the property owner Shri Vipulbhai chaturbhai Patel.

- 4.4 Above four connections have been applied based on lease agreement from Shri Vipulbhai chaturbhai Patel for a different survey number i.e. LS No. 23.
- 4.5 Owner of LS No. 23 and LS No. 33 (where HT connection's pending dues) is same i.e. Shri Vipulbhai chaturbhai Patel.
- 4.6 So connections have been rejected as per statutory provisions.
- 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 Shri Vipulbhai chaturbhai Patel has obtained land of LS no. 33 (in auction) from Bank on which a high tension HT connection (no.41353) previously existed on the name of M/s Quality Mechanical Works Pvt Ltd. which was PDC on 01.02.1996 due to pending electricity dues.
- 5.2 Four connections (Reliable Plast India, Drashti Baverages, Devya Baverages and Havelock Baverages) have been asked/demanded in LS No. 23 at Kalol Subdivision as per lease agreement between new connections applicants and Shri Vipulbhai Chaturbhai Patel.
- 5.3 Thus owner of both LS no is Shri Vipulbhai Chaturbhai Patel and due to pending arrears of LS no. 33 MGVCL denied/rejected the new applications of Reliable Plast India, Drashti Baverages, Devya Baverages and Havelock Baverages.
- 5.4 As per records it is observed that MGVCL has given connections to Vipulbhai Chaturbhai Patel and others in the LS No. 33.
- 5.5 It has to be verify that following points in context of rules and regulations.
- 5.5.1 Can the connection be rejected for one location if pending dues of other location?
- 5.5.2 If one person demand connection in one premise where pending due of previous owner then can connection be rejected?
- 5.6 Clause 4.30 of GERC Supply Code 2015 clearly stated that
- An application for new connection, reconnection, addition or reduction of load, change of name or shifting of service line for any premises need not be entertained unless any dues relating to*

that premises or any dues of the applicant to the Distribution Licensee in respect of any other service connection held in his name anywhere in the jurisdiction of the Distribution Licensee have been cleared

Provided that in case the connection is released after recovery of earlier dues from the new applicant and in case the licensee, after availing appropriate legal remedies, get the full or part of the dues from the previous consumer/owner or occupier of that premise, the amount shall be refunded to the new consumer/owner or occupier from whom the dues have been recovered after adjusting the expenses to recover such dues.

- 5.7 As per Supply Code 2015 any application is not entertained if pending dues of that premises and also if pending dues of that applicant in anywhere in the jurisdiction of the Distribution Licensee.
- 5.8 In particular of above cases, applicants for new connections have been done by lease holder of Reliable Plast India, Drashti Beverages, Devya Beverages and Havelock Beverages in the premises of LS No. 23 where no any pending arrears of MGVCL.
- 5.9 Thus, applicants applied for connections in the premises of LS No. 23 where pending old arrears for LS no. 33.
- 5.10 It is also observed that Shri Vipulbhai Chaturbhai Patel obtained LS No. 33 in the Bank Auction but he didn't contacted MGVCL for NOC about pending dues.

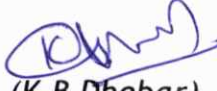
ORDER

1.0 The Forum has come to the conclusion that

- 1.1 MGVCL is directed to process the connections in the LS No. 23 after verification of procedure to give electricity connections as per GERC Supply Code and related matters regulations 2015.
- 1.2 Also MGVCL is directed to recover pending dues on LS No. 33 as per Hon'ble court judgment of Special civil Suit 107/1996 from owner of Shri Vipulbhai Chaturbhai Patel as connections are existed in the LS No. 33 in the name of Shri Vipulbhai Chaturbhai Patel.

- 1.3 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