



PASCHIM GUJARAT VIJ COMPANY LIMITED

(LEADING ELECTRICITY DISTRIBUTOR IN WESTERN REGION OF GUJARAT IN INDIA)

FORUMS FOR REDRESSAL OF CONSUMERS GRIEVANCES

Paschim Gujarat Vij Company Limited has constituted forums for redressal of grievances of consumers as per provisions of section 42(5) of electricity act-2003 as well as notification of power ministry of India dated 8th june-2005 and as per provisions of "Establishment of forum and ombudsman for redressal of grievances of consumers regulations" enacted and notified vide notification no 2 of 2011 by Gujarat Electricity Regulatory Commission. The Prime function of company is distribution of electricity under the licensed area of Saurashtra and Kutch, looking to the wideness of area covered by the company and for the convenience of company's valued consumers, company has constituted 3 Forums for quick disposal of consumers' grievances. The details of members, address contact information about all the 3 forums are as under. (Details is as on 31.12.2011)

FORUM - 1

ADDRESS	" PASCHIM GUJARAT VIJ SEVA SADAN "
	REGISTERED & CORPORATE OFFICE ,
	NANA MAVVA MAIN ROAD,
	LAXMINAGAR , RAJKOT - 360003
PHONE	0281-2380425 / 2380427
FAX	0281-2380428
E-MAIL	cgrfrajkot.pgvcl@gmail.com
CHAIRMAN	SHRI R.N.JADEJA, (Retd. CE-PGVCL)
MEMBERS	SHRI M.A. MANDHRA, (MEMBER INDEPENDENT FROM OUTSIDE), & SHRI J.B.PAREKH, ACE(R&C) (MEMBER-TECH FROM DISCOM) ,PGVCL CORPORATE OFFICE, RAJKOT-
CONVENER	SHRI K.D.VIRADIA , Superintendent of Accounts(Tech) PGVCL CORPORATE OFFICE, RAJKOT
AREA	FOR CONSUMERS OF RAJKOT-CITY, RAJKOT-RURAL, MORBI, JAMNAGAR, JUNAGADH & PORBANDAR CIRCLES

FORUM - 2

ADDRESS	PASCHIM GUJARAT VIJ COMPANY LTD.
	ZONAL OFFICE
	OLD POWER HOUSE COMPOUND ,
	CHAVADI GATE , BHAVNAGAR
PHONE	0278-2521760/61/62
FAX	0278-2521763
E-MAIL	cgrfbhavnagar.pgvcl@gmail.com
CHAIRMAN	SHRI D.J.PAREKH, (Retd. CE-PGVCL)
MEMBERS	SHRI J. V. PRAJAPATI, (MEMBER INDEPENDENT FROM OUTSIDE), & SHRI M.G.DONGA, ACE, (MEMBER-TECH FROM DISCOM), PGVCL, ZONAL OFFICE, BHAVNAGAR-
CONVENER	SHRI A.M.KURIAKOSE, DY.C.A.O., ZONAL OFFICE, BHAVNAGAR
AREA	FOR CONSUMERS OF BHAVNAGAR, BOTAD, SURENDRANAGAR & AMRELI CIRCLES.

FORUM - 3

ADDRESS	OFFICE OF Additional Chief Engineer, PGVCL, ZONAL OFFICE, BHUJ
	ZONAL OFFICE
	POWER HOUSE COMPOUND
	HOSPITAL ROAD, BHUJ(KUTCH) - 370001
PHONE	02832-223032
FAX	02832-223033
E-MAIL	cgrfbhuj.pgvcl@gmail.com
CHAIRMAN	SHRI P.C.JADEJA (Retd. CE-PGVCL)
MEMBERS	SHRI H.A. GADHAVI, (MEMBER INDEPENDENT FROM OUTSIDE) & SHRI N.V.PAREKH, ACE, (MEMBER-TECH FROM DISCOM), PGVCL ZONAL OFFICE, BHUJ
CONVENER	SHRI D.V. RANA, AO(REV), CIRCLE OFFICE, BHUJ
AREA	FOR CONSUMERS OF BHUJ DISTRICT

**PASCHIM GUJARAT VIJ CO. LTD. CORPORATE OFFICE RAJKOT
CONSUMER GRIEVANCE REDRESSAL FORUM - RAJKOT**

MONITORING REPORT OF 3rd Quarter -2011-12 (OCT-11 to DEC-11)

SR. NO.	PERTICULAR	DETAIL
1	Year	2011-2012
2	Quarter	3rd Quarter of Year-2011-12 (OCT-11 To DEC-11)
3	Name of Licenses	Paschim Gujarat Vij Co. Ltd.,
4	Name Of CGRF	<u>RAJKOT FORUM</u> PGVCL ; Corporate Office ; Laxminagar, Nana Mava Road, Rajkot-3 E-mail : forum.pgvcl@gebmail.com Phone no.0281-2380425 / 27 Fax:0281-2380428
5	No of CGRF	PGVCL'S RAJKOT FORUM
6	Detail of Members	
6.1	Chairman	Shri R.N.Jadeja (Retd. CE-PGVCL) PGVCL ; Corporate Office- Rajkot E-mail : forum.pgvcl@gebmail.com M No. : 99252 11697
6.2	Convener	Shri K.D.Viradia (Superintendent of Accounts) PGVCL ; Corporate Office- Rajkot E-mail : forum.pgvcl@gebmail.com Phone no.0281-2380425 / 27 Fax:0281-2380428 M.No.: 9925213967
6.3	Member (Independent from Outside)	Shri M.A.Mandhra PGVCL ; Corporate Office- Rajkot M No.:9825273518
6.4	Member (TECH from DISCOM)	Shri J.B.Parekh, ACE(R&C) PGVCL ; Corporate Office- Rajkot M No.: 99252 13978
7	Details of Grievances Disposed of during 3rd QTR-2011-12 (OCT-11to DEC-11) by RAJKOT CGRF	
7.1	No. of Grievances outstanding at the close of previous Quarter QTR-2nd 2011-12 (JUL-11 to SEP-11)	4
7.2	No. of Grievances received during this QuarterQTR-3rd 2011-12 (OCT-11 to DEC-11)	75
7.3	No. of Grievances disposed during this QuarterQTR-3rd 2011-12 (OCT-11 to DEC-11)	36
7.4	No.of Grievances pending at the end of QuarterQTR-3rd 2011-12 (OCT-11 to DEC-11)	43
7.5	No.of Grievances pending which are older then two months	12
7.6	No. of sitting of CGRFs in this Quarter (OCT-11 to DEC-11)	02 Sitting

**PASCHIM GUJARAT VIJ CO. LTD. ZONAL OFFICE BHAVNAGAR
CONSUMER GRIEVANCE REDRESSAL FORUM - BHAVNAGAR**

MONITORING REPORT OF 3rd Quarter -2011-12 (OCT-11 to DEC-11)

SR. NO.	PERTICULAR	DETAIL
1	Year	2011-2012
2	Quarter	3rd Quarter of Year-2011-12(OCT-11 To DEC-11)
3	Name of Licenses	Paschim Gujarat Vij Co. Ltd.,
4	Name Of CGRF	PGVCL ; Zonal Office ; Bhavnagar Old Power House Compound Chavdi Gate. E-mail : forumbhavnagar.pgvcl@gebmail.com Phone no.0278 2521760/61/62 Fax:0278-2521763
5	No of CGRF	PGVCL'S BHAVNAGAR FORUM
6	Detail of Member	
6.1	Chairman	Shri D.J.Parekh (Retd. CE-PGVCL) PGVCL ; Zonal Office- Bhavnagar. M No.: 98251 73193
6.2	Convener	Shri A.M.KURIAKOSE (Dy.CAO) PGVCL ; Zonal Office- Bhavnagar. E-mail dcao-wbzone@gebmail.com M No.: 96876 62564
6.3	Member (Independent from Outside)	Shri J,V Prajapati PGVCL ; Zonal Office- Bhavnagar. PH- M-9909152533
6.4	Member (TECH from DISCOM)	Shri M.G.Donga, ACE PGVCL ; Zonal Office- Bhavnagar M No.: 99252 09282
7	Details of Grievances Disposed of during 3rd QTR-2011-12 (OCT-11to DEC-11) by RAJKOT CGRF	
7.1	No. of Grievances outstanding at the close of previous Quarter QTR-2nd 2011-12 (JUL-11 to SEP-11)	57
7.2	No. of Grievances received during this QuarterQTR-3rd 2011-12 (OCT-11 to DEC-11)	40
7.3	No. of Grievances disposed during this QuarterQTR-3rd 2011-12 (OCT-11 to DEC-11)	55
7.4	No.of Grievances pending at the end of QuarterQTR-3rd 2011-12 (OCT-11 to DEC-11)	42
7.5	No.of Grievances pending which are older then two months	22
7.6	No. of sitting of CGRFs in this Quarter (OCT-11 to DEC-11)	08 Sitting

**PASCHIM GUJARAT VIJ CO. LTD. ZONAL OFFICE BHUJ
CONSUMER GRIEVANCE REDRESSAL FORUM - BHUJ**

MONITORING REPORT OF 3rd Quarter -2011-12 (OCT-11 to DEC-11)

SR. NO.	PERTICULAR	DETAIL
1	Year	2011-2012
2	Quarter	3rd Quarter of Year-2011-12(OCT-11 To DEC-11)
3	Name of Licenses	Paschim Gujarat Vij Co. Ltd.,
4	Name Of CGRF	PGVCL ; Zonal Office ; Bhuj Power House Compound Hospital Road,, E-mail : bhujtech@gebmail.com Phone no.02832 258052/253550 Fax:02832-250048
5	No of CGRF	PGVCL'S BHUJ FORUM
6	Detail of Member	
6.1	Chairman	Shri P C Jadeja(Retd. Chief Engineer-PGVCL) PGVCL ; Zonal Office- Bhuj. M No.: 99780 06060
6.2	Convener	Shri D.V.Rana (AO.Rev) PGVCL ; Circle Office- Bhuj. E-mail-aorbhj.pgvcl@gebmail.com PH- M-99252 13359
6.3	Member (Independent from Outside)	Shri H.A.Gadhavi PGVCL ; Circle Office- Bhuj. PH- M-9429003359
6.4	Member (TECH from DISCOM)	Shri N.V.Parekh, ACE PGVCL ; Zonal Office- Bhuj M No.: 99789 36291
7	Details of Grievances Disposed of during 3rd QTR-2011-12 (OCT-11to DEC-11) by RAJKOT CGRF	
7.1	No. of Grievances outstanding at the close of previous Quarter QTR-2nd 2011-12 (JUL-11 to SEP-11)	1
7.2	No. of Grievances received during this QuarterQTR-3rd 2011-12 (OCT-11 to DEC-11)	4
7.3	No. of Grievances disposed during this QuarterQTR-3rd 2011-12 (OCT-11 to DEC-11)	4
7.4	No.of Grievances pending at the end of QuarterQTR-3rd 2011-12 (OCT-11 to DEC-11)	1
7.5	No.of Grievances pending which are older then two months	0
7.6	No. of sitting of CGRFs in this Quarter (OCT-11 to DEC-11)	04 Sitting