



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 30.06.2018)

FORUM - 1

ADDRESS	" PASCHIM GUJARAT VIJ SEVA SADAN " REGISTERED & CORPORATE OFFICE , NANA MAVA MAIN ROAD, LAXMINAGAR , RAJKOT - 360004
PHONE	0281-2380425 / 2380427
FAX	0281-2380428
E-MAIL	forum.pgvc@gmail.com
CHAIRMAN	SHRI T.B.BHIMANI, (Retd. CE-PGVCL)
MEMBERS	MRS. K. J. MOTANI (Member Independent), Advocate SHRI N.D.DHAMELIA ,ACE(R & C) (Member Technical) ,PGVCL CORPORATE OFFICE, RAJKOT
INCHARGE CONVENER	SHRI C.J.GAJERA , Deputy Engineer (Planning) 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	forumbhavnagar.pgvc@gmail.com
CHAIRMAN	SHRI M. R. VAJERIA, (RETD. CE-PGVCL)
MEMBERS	SHRI B.J.DAVE, (Member Independent), Advocate SHRI P. H. MAVANI, SUPRETENDING ENGINNER (Member Technical) , PGVCL, ZONAL OFFICE, BHAVNAGAR - FORUM
CONVENER	SHRI M.P. SOLANKI, SUPERINTENDENT OF ACCOUNTS, PGVCL, ZONAL OFFICE, BHAVNAGAR
AREA	FOR CONSUMERS OF BHAVNAGAR, BOTAD, SURENDRANAGAR & AMRELI CIRCLES.

FORUM - 3

ADDRESS	OFFICE OF SUPRITENDING ENGINEER, PGVCL, CIRCLE OFFICE, BHUJ CIRCLE OFFICE POWER HOUSE COMPOUND HOSPITAL ROAD, BHUJ (KUTCH) - 370001
PHONE	02832-258052-253550
FAX	02832- 225048
E-MAIL	forumbhuj.pgvc@gmail.com
CHAIRMAN	SHRI J.B.PAREKH (Retd. CE-PGVCL)
MEMBERS	SMT. NITINABEN.H.JOSHI (MEMBER INDEPENDENT), ADVOCATE SHRI A.S.MANDALIA, ADDITIONAL CHIEF ENGINEER , PGVCL CORPORATE OFFICE, BHUJ,(MEMBER TECH)
CONVENER	Smt. S.N. VAHONIA,SUPDT A/c (EXP), PGVCL, BHUJ CIRCLE OFFICE, BHUJ (CONVENER)
AREA	FOR CONSUMERS OF BHUJ & ANJAR CIRCLE

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

MONITORING REPORT OF 1st Quarter of Year-2018-19 (APR-18 TO JUN-18)

SR. NO.	PERTICULAR	DETAIL
1	Year	2018-19
2	Quarter	1th Quarter of Year-2018-19 (APR-18 TO JUNE-18)
3	Name of Licenses	Paschim Gujarat Vij Co. Ltd.,
4	Name Of CGRF	RAJKOT FORUM PGVCL ; Corporate Office ; Laxminagar, Nana Mava Road, Rajkot-4 E-mail : forum.pgvcl@gebmail.com Phone no.0281-2380425 / 2380427 Fax:0281-2380428
5	No of CGRF	PGVCL'S RAJKOT FORUM
6	Detail of Members	
6.1	Chairman	Shri T.B.Bhimani (Retd. CE-PGVCL) PGVCL ; Corporate Office- Rajkot E-mail : bhimanitb@gmail.com M No. : 99252 10228
6.2	Incharge Convener	Shri C.J.Gajera Deputy Engineer (Planning) PGVCL ; Corporate Office- Rajkot E-mail : forum.pgvcl@gebmail.com Phone no.0281-2380425 / 2380427 Fax:0281-2380428 M.No.: 9925213903
6.3	Member (Independent)	MRS. K.J. MOTANI, (Member Independent), LLB (Special), Practicing Advocate M No.:98985 04495 / 84909 80940
6.4	Member (Technical)	Shri N.D.DHAMELIA, ACE(R & C) PGVCL ; Corporate Office- Rajkot E-Mail :- aceproj.pgvcl@gebmail.com M No.: 99252 10217
7	Details of Grievances Disposed of during 1th Quarter of Year-2018-19 (APR-18 TO JUNE-18) by RAJKOT CGRF	
7.1	NO. OF GRIEVANCES OUTSTANDING AT THE CLOSE OF PREVIOUS QUARTER QTR-4th OF 2017-18 (JAN-18 TO MAR-18)	12
7.2	NO. OF GRIEVANCES RECEIVED DURING THIS QUARTER -QTR-1TH OF 2018-19 (APR-18 TO JUNE-	81
7.3	NO. OF GRIEVANCES DISPOSED DURING THIS QUARTERQTR- 1TH OF 2018-19 (APR-18 TO JUNE-18)	61
7.4	NO.OF GRIEVANCES PENDING AT THE END OF QUARTERQTR- 1TH OF 2018-19 (APR-18 TO JUNE-18)	32
7.5	NO.OF GRIEVANCES PENDING WHICH ARE OLDER THEN TWO MONTHS	0
7.6	NO. OF SITTING OF CGRF'S IN THIS QUARTER (APR-18 TO JUN-18)	11

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

MONITORING REPORT OF 1st Quarter of Year-2018-19 (APR-18 TO JUN-18)

SR. NO.	PERTICULAR	DETAIL
1	Year	2018-19
2	Quarter	1th Quarter of Year-2018-19 (APR-18 TO JUNE-18)
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 M. R. VAJARIA (Retd. CE-PGVCL) PGVCL ; Zonal Office- Bhavnagar. M No.: 99252 13976
6.2	Convener	Shri M.P. SOLANKI (Superintendent of Accounts) PGVCL ; Zonal Office- Bhavnagar. E-mail sac-wbzone@gebmail.com M No.: 99252 13507
6.3	Member (Independent)	SHRI B.J.DAVE, (Member Independent),E-mail : bhbharad@gebmail.com PH- M-94262 55999.
6.4	Member (Technical)	Shri P. H. Mavani, SUPRETENDING ENGINEER (TECH) PGVCL ; ZONAL OFFICE - BHAVNAGAR E-Mail :- se-wbzone@gebmail.com M No.: 98252 09282
7	Details of Grievances Disposed of during 1th Quarter of Year-2018-19 (APR-18 TO JUNE-18) by BHAVNAGAR CGRF	
7.1	NO. OF GRIEVANCES OUTSTANDING AT THE CLOSE OF PREVIOUS QUARTER QTR-4th OF 2017-18 (JAN-18 TO MAR-18)	74
7.2	NO. OF GRIEVANCES RECEIVED DURING THIS QUARTER -QTR-1TH OF 2018-19 (APR-18 TO JUNE-18)	63
7.3	NO. OF GRIEVANCES DISPOSED DURING THIS QUARTERQTR- 1TH OF 2018-19 (APR-18 TO JUNE-18)	58
7.4	NO.OF GRIEVANCES PENDING AT THE END OF QUARTERQTR- 1TH OF 2018-19 (APR-18 TO JUNE-18)	79
7.5	NO.OF GRIEVANCES PENDING WHICH ARE OLDER THEN TWO MONTHS	52
7.6	NO. OF SITTING OF CGRF'S IN THIS QUARTER (APR-18 TO JUN-18)	13

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

MONITORING REPORT OF 1th Quarter of Year-2018-19 (APRIL-18 TO JUNE-18)

SR. NO.	PERTICULAR	DETAIL
1	Year	2018-19
2	Quarter	1th Quarter of Year-2018-19 (APR-18 TO JUNE-18)
3	Name of Licenses	Paschim Gujarat Vij Co. Ltd.,
4	Name Of CGRF	PGVCL ; Circle Office ; Bhuj Power House Compound Hospital Road,. E-mail : forumbhuj.pgvcl@gebmail.com Phone no.02832 258052/253550/255377 Fax:02832-250048
5	No of CGRF	PGVCL'S BHUJ FORUM
6	Detail of Member	
6.1	Chairman	SHRI J B PAREKH (RETD. CHIEF ENGINEER-PGVCL) E-Mail :- jagdish.parekh2000@gmail.com M No.: 99252 13978
6.2	Convener	Smt. S.N. VAHONIA (Supdt. A/c (Exp) PGVCL, BHUJ CIRCLE OFFICE, E-mail-forumbhuj.pgvcl@gebmail.com PH- M-9925213354
6.3	Member (Independent)	SMT. NITINABEN H JOSHI (MEMBER INDEPENDENT), ADVOCATE E-mail:- joshinitina@yahoo.in PH- M-94268 44774
6.4	Member (Technical)	SHRI A S MANDALIA, ADDITIONAL CHIEF ENGINEER, PGVCL ; CORPORATE OFFICE-RAJKOT. E-mail-aceproj.pgvcl@gebmail.com PH- M-9978936305
7	Details of Grievances Disposed of during 1th Quarter of Year-2018-19 (APR-18 TO JUNE-18) by BHUJ CGRF	
7.1	NO. OF GRIEVANCES OUTSTANDING AT THE CLOSE OF PREVIOUS QUARTER QTR-4th OF 2017-18 (JAN-18 TO MAR-18)	4
7.2	NO. OF GRIEVANCES RECEIVED DURING THIS QUARTER -QTR-1TH OF 2018-19 (APR-18 TO JUNE-18)	8
7.3	NO. OF GRIEVANCES DISPOSED DURING THIS QUARTERQTR- 1TH OF 2018-19 (APR-18 TO JUNE-18)	9
7.4	NO.OF GRIEVANCES PENDING AT THE END OF QUARTERQTR- 1TH OF 2018-19 (APR-18 TO JUNE-18)	3
7.5	NO.OF GRIEVANCES PENDING WHICH ARE OLDER THEN TWO MONTHS	0
7.6	NO. OF SITTING OF CGRF'S IN THIS QUARTER (APR-18 TO JUN-18)	4

Ombudsman:

If the Consumer/Complainant is aggrieved by the order or non-redressal of the Grievance by the Forum(s) within the period specified, such aggrieved Consumer/Complainant may make a representation to the Ombudsman within a period of thirty (30) days from the date of the final order of the Forum; or the expiry of the period specified for redressal.

Electricity Ombudsman:**Electricity Ombudsman**

Barrack No. 3,
Polytechnic,
Ambawadi,
Ahmedabad- 380015.

Phone: 91 - 79 - 26302689

Email: ombudsman@gercin.org