



# 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 31.03.2017)

### 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	<a href="mailto:forum.pgvc@gmail.com">forum.pgvc@gmail.com</a>
CHAIRMAN	SHRI T.B.BHIMANI, (Retd. CE-PGVCL)
MEMBERS	MRS. K. J. MOTANI (Member Independent), Advocate
	SHRI H.P.KOTHARI ,ACE(PROJ) (Member Technical) ,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	<a href="mailto:forumbhavnagar.pgvc@gmail.com">forumbhavnagar.pgvc@gmail.com</a>
CHAIRMAN	SHRI A. M. DHEBAR, (RETD. CE-PGVCL)
MEMBERS	SHRI B.H.BHARAD, (Member Independent), Advocate
	SHRI P. H. MAVANI, SUPRETEENDING ENGINEER (Member Technical) , PGVCL, ZONAL OFFICE, BHAVNAGAR - FORUM
CONVENER	SHRI J.S.JOSHI, SUPERINTENDENT OF ACCOUNTS, PGVCL, 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	02832-258052-253550-255377
FAX	02832- 225048
E-MAIL	<a href="mailto:cgrfbhuj.pgvc@gmail.com">cgrfbhuj.pgvc@gmail.com</a>
CHAIRMAN	A. M. DHEBAR (Retd. CE-PGVCL)
MEMBERS	SMT. Nitaben H. Joshi (Member Independent), Advocate
	SHRI P.R.VYAS, ADDITIONAL CHIEF ENGINEER , PGVCL ZONAL OFFICE, BHUJ,(MEMBER TECH)
CONVENER	Smt. S.N. Vahonia (SA Exp.) PGVCL, CIRCLE OFFICE, BHUJ
AREA	FOR CONSUMERS OF BHUJ & ANJAR CIRCLE

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

**MONITORING REPORT OF 4th Quarter of Year-2016-17 (JAN-17 TO MAR-17)**

SR. NO.	PERTICULAR	DETAIL
1	Year	2016-17
2	Quarter	4th Quarter of Year-2016-17 (JAN-17 TO DEC-17)
3	Name of Licenses	Paschim Gujarat Vij Co. Ltd.,
4	Name Of CGRF	<b>RAJKOT FORUM</b> 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	<b>Detail of Members</b>	
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	Convener	Shri K.D.Viradia (Superintendent of Accounts) PGVCL ; Corporate Office- Rajkot E-mail : forum.pgvcl@gebmail.com Phone no.0281-2380425 / 2380427 Fax:0281-2380428 M.No.: 9925213967
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 H.P.KOTHARI, ACE(PROJ) PGVCL ; Corporate Office- Rajkot E-Mail :- aceproj.pgvcl@gebmail.com M No.: 99252 10215
7	<b>Details of Grievances Disposed of during 4th Quarter of Year-2016-17 (JAN-17 TO MAR-17) by RAJKOT CGRF</b>	
7.1	NO. OF GRIEVANCES OUTSTANDING AT THE CLOSE OF PREVIOUS QUARTER QTR-3rd OF 2016-17 (OCT-16 TO DEC-16)	15
7.2	NO. OF GRIEVANCES RECEIVED DURING THIS QUARTER -QTR-4TH OF 2016-17 (JAN-17 TO MAR-17)	80
7.3	NO. OF GRIEVANCES DISPOSED DURING THIS QUARTERQTR-4TH OF 2016-17 (JAN-17 TO MAR-17)	77
7.4	NO.OF GRIEVANCES PENDING AT THE END OF QUARTERQTR-4TH OF2016-17 (JAN-17 TO MAR-17)	18
7.5	NO.OF GRIEVANCES PENDING WHICH ARE OLDER THEN TWO MONTHS	0
7.6	NO. OF SITTING OF CGRF'S IN THIS QUARTER (JAN-17 TO MAR-17)	10

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

**MONITORING REPORT OF 4th Quarter of Year-2016-17 (JAN-17 TO MAR-17)**

SR. NO.	PERTICULAR	DETAIL
1	Year	2016-17
2	Quarter	4th Quarter of Year-2016-17 (JAN-17 TO DEC-17)
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	<b>Detail of Member</b>	
6.1	Chairman	Shri M. R. VAJARIA (Retd. CE-PGVCL) PGVCL ; Zonal Office- Bhavnagar. M No.: 99252 00515
6.2	Convener	Shri J.S.JOSHI (Superintendent of Accounts) PGVCL ; Zonal Office- Bhavnagar. E-mail sac-wbzone@gebmail.com M No.: 99252 13508
6.3	Member (Independent)	SHRI B.H.BHARAD, (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	<b>Details of Grievances Disposed of during 4th Quarter of Year-2016-17 (JAN-17 TO MAR-17) by BHAVNAGAR CGRF</b>	
7.1	NO. OF GRIEVANCES OUTSTANDING AT THE CLOSE OF PREVIOUS QUARTER QTR-3rd OF 2016-17 (OCT-16 TO DEC-16)	32
7.2	NO. OF GRIEVANCES RECEIVED DURING THIS QUARTER -QTR-4TH OF 2016-17 (JAN-17 TO MAR-17)	92
7.3	NO. OF GRIEVANCES DISPOSED DURING THIS QUARTERQTR-4TH OF 2016-17 (JAN-17 TO MAR-17)	68
7.4	NO.OF GRIEVANCES PENDING AT THE END OF QUARTERQTR-4TH OF2016-17 (JAN-17 TO MAR-17)	56
7.5	NO.OF GRIEVANCES PENDING WHICH ARE OLDER THEN TWO MONTHS	10
7.6	NO. OF SITTING OF CGRF'S IN THIS QUARTER (JAN-17 TO MAR-17)	14

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

**MONITORING REPORT OF 4th Quarter of Year-2016-17 (JAN-17 TO MAR-17)**

SR. NO.	PERTICULAR	DETAIL
1	Year	2016-17
2	Quarter	4th Quarter of Year-2016-17 (JAN-17 TO DEC-17)
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	<b>Detail of Member</b>	
6.1	Chairman	Shri A M Dhebar(Retd. Chief Engineer-PGVCL) PGVCL ; Zonal Office- Bhuj. E-Mail :- amdhebar@gmail.com M No.: 99252 00515
6.2	Convener	Smt. S.N. Vahonia (SA Exp.) PGVCL ; Circle Office- Bhuj. E-mail-acct.bhuj@gebmail.com PH- M-99252 13354
6.3	Member (Independent)	SMT. Nitaben H. Joshi (Member Independent), Advocate PH- M-94268 44774
6.4	Member (Technical)	SHRI P.R.VYAS, ADDITIONAL CHIEF ENGINEER (BHUJ) PGVCL ; Circle Office- Bhuj. E-mail-sebhj.pgvcl@gebmail.com PH- M-9978936291
7	<b>Details of Grievances Disposed of during 4th Quarter of Year-2016-17 (JAN-17 TO MAR-17) by BHUJ CGRF</b>	
7.1	NO. OF GRIEVANCES OUTSTANDING AT THE CLOSE OF PREVIOUS QUARTER QTR-3rd OF 2016-17 (OCT-16 TO DEC-16)	0
7.2	NO. OF GRIEVANCES RECEIVED DURING THIS QUARTER -QTR-4TH OF 2016-17 (JAN-17 TO MAR-17)	6
7.3	NO. OF GRIEVANCES DISPOSED DURING THIS QUARTERQTR-4TH OF 2016-17 (JAN-17 TO MAR-17)	6
7.4	NO.OF GRIEVANCES PENDING AT THE END OF QUARTERQTR-4TH OF2016-17 (JAN-17 TO MAR-17)	0
7.5	NO.OF GRIEVANCES PENDING WHICH ARE OLDER THEN TWO MONTHS	0
7.6	NO. OF SITTING OF CGRF'S IN THIS QUARTER (JAN-17 TO MAR-17)	9

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**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](mailto:ombudsman@gercin.org)