



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 then 02 of 2019 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 04 Forums for quick disposal of consumers' grievances. The details of members, address contact information about all the 04 Forums are as under. (Details is as on Dtd: 31.12.2021)

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

MONITORING REPORT OF 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)

SR. NO.	PERTICULAR	DETAIL
1	Year	2021-22
2	Quarter	3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)
3	Name of Licenses	Paschim Gujarat Vij Co. Ltd.
4	Address of CGRF	PGVCL, Corporate Office, Laxminagar, Nana Mava Road, Rajkot - 360004 E-mail : forum.pgvcl@gebmail.com Phone No. 0281 - 2380425 / 2380427 Fax: 0281 - 2380428
5	Name of CGRF	RAJKOT FORUM
6	Detail of Members	
6.1	Chairperson	Shri N C Mawana (Rtd. Chief Engineer - PGVCL)
6.2	Member (Technical)	Vacant (Since Dt:01-12-2021)
6.3	Member (Independent)	Mrs. N H Joshi (Member Independent),
6.4	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
7	Details of Grievances Disposed of during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21) by RAJKOT CGRF	
7.1	No. of grievances outstanding at the close of previous quarter 2nd of 2021-22 (Jul-21 TO Sep-21)	14
7.2	No. of grievances received during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	21
7.3	No. of grievances disposed during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	15
7.4	No. of grievances pending at the end of 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	20
7.5	No. of grievances pending which are older then two months	6
7.6	No. of sitting of cgrf's in this quarter (Oct-21 TO Dec-21)	3

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

MONITORING REPORT OF 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)

SR. NO.	PERTICULAR	DETAIL
1	Year	2021-22
2	Quarter	3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)
3	Name of Licenses	Paschim Gujarat Vij Co. Ltd.
4	Address 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	Name of CGRF	PGVCL'S BHAVNAGAR FORUM
6	Detail of Member	
6.1	Chairperson	Shri M. R. Vajaria (Retd. CE-PGVCL)
6.2	Member (Technical)	Shri A.A. Jadeja, Addl. Chief Engineer, PGVCL, Zonal Corpo Office - Bhavnagar E-MAIL. : ce-wbzone@gebmail.com
6.3	Member (Independent)	Smt. J.M MEHTA, (Member Independent), Shri R.K. VEGDA (Sup. of Accounts(Rev.)
6.4	Convener	PGVCL ; Zonal Office- Bhavnagar. E-mail sarev-wbzone@gebmail.com, 99252 13507
7	Details of Grievances Disposed of during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21) by BHAVNAGAR CGRF	
7.1	No. of grievances outstanding at the close of previous quarter 2nd of 2021-22 (Jul-21 TO Sep-21)	22
7.2	No. of grievances received during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	18
7.3	No. of grievances disposed during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	22
7.4	No. of grievances pending at the end of 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	18
7.5	No. of grievances pending which are older then two months	3
7.6	No. of sitting of cgrf's in this quarter (Oct-21 TO Dec-21)	11

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

MONITORING REPORT OF 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)

SR. NO.	PERTICULAR	DETAIL
1	Year	2021-22
2	Quarter	3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)
3	Name of Licenses	Paschim Gujarat Vij Co. Ltd.
4	Address of CGRF	PGVCL, Circle Office, Bhuj Power House Compound, Hospital Road, E-mail : forumbhuj.pgvcl@gebmail.com Phone No. 02832 258052/253550 Fax:02832-250048
5	Name of CGRF	PGVCL'S BHUJ FORUM
6	Detail of Member	
6.1	Chairperson	Shri C V Thaker E-mail : cvthaker18@gmail.com Mo. No. : 99252 12045
6.2	Member (Technical)	Shri. M. J. Bhabhor, Supdt. A/c (Rev.) PGVCL, BHUJ CIRCLE OFFICE, E-mail : forumbhuj.pgvcl@gebmail.com
6.3	Member (Independent)	Shri Rajendrasinh G. Kumpavat (Member Independent), Advocate E-mail : rajendrasinh9092@gmail.com
6.4	Convener	Shri J J Bhatt, I/c Chief Engineer (Project), PGVCL, Corporate Office, Rajkot E-mail : ceproj.pgvcl@gebmail.com
7	Details of Grievances Disposed of during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21) by BHUJ CGRF	
7.1	No. of grievances outstanding at the close of previous quarter 2nd of 2021-22 (Jul-21 TO Sep-21)	4
7.2	No. of grievances received during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	3
7.3	No. of grievances disposed during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	3
7.4	No. of grievances pending at the end of 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	4
7.5	No. of grievances pending which are older then two months	2
7.6	No. of sitting of cgrf's in this quarter (Oct-21 TO Dec-21)	2

**PASCHIM GUJARAT VIJ CO. LTD. CIRCLE OFFICE JUNAGADH
CONSUMER GRIEVANCE REDRESSAL FORUM - JUNAGADH**

MONITORING REPORT OF 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)

SR. NO.	PERTICULAR	DETAIL
1	Year	2021-22
2	Quarter	3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)
3	Name of Licenses	Paschim Gujarat Vij Co. Ltd.
4	Address of CGRF	PGVCL, Circle Office, Junagadh M.G.Road, Aazad Chowk, Vij Seva Sadan, Junagadh E-mail : forumjunagadh.pgvcl@gebmail.com Phone no.0285-2622176 /2626898 Fax:0285-2657695
5	Name of CGRF	PGVCL'S JUNAGADH FORUM
6	Detail of Member	
6.1	Chairperson	Shri B P Buch (Rtd. Chief Engineer - UGVCL)
6.2	Member (Technical)	Shri J J Bhatt, I/c Chief Engineer (Project), PGVCL, Corporate Office, Rajkot E-mail : ceproject.pgvcl@gebmail.com
6.3	Member (Independent)	Shri Nilesh S Pandya
6.4	Convener	Shri D S Rajpal, Supdt. A/c (Rev.) PGVCL, Circle Office, Junagadh E-mail: forumjunagadh.pgvcl@gebmail.com
7	Details of Grievances Disposed of during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21) by JUNAGADH CGRF	
7.1	No. of grievances outstanding at the close of previous quarter 2nd of 2021-22 (Jul-21 TO Sep-21)	14
7.2	No. of grievances received during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	14
7.3	No. of grievances disposed during 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	10
7.4	No. of grievances pending at the end of 3rd Quarter of Year-2021-22 (Oct-21 TO Dec-21)	18
7.5	No. of grievances pending which are older then two months	18
7.6	No. of sitting of cgrf's in this quarter (Oct-21 TO Dec-21)	2

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