



**Consumer's Grievances Redressal Forum
(Bhavnagar Circle Level)**

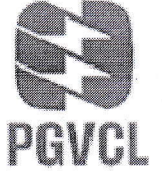
PASCHIM GUJARAT VIJ COMPANY LIMITED,

CIRCLE OFFICE, VIJ SEVA SADAN, CHAVDI GATE,, BHAVNAGAR-364001

CIN:U40102GJ2003SGC042908 website : www.pgvcl.com

Tel. No. (0287/2522922/2524924

E-mail: cgrfbvn.pgvcl@gebmail.com



No. BVNC/CGRF/

294

Date:

04/07/26

To,
The Secretary,
Gujarat Electricity Regulatory Commission,
6TH Floor, Gift –One,
Road-5c, Zone-5,
GIFT CITY,
Gandhinagar -382 355

Sub: 1st Quarter Report (APR-2026 to JUN-2026) of CGRF – Bhavnagar (Circle Level Forum)

Respected Sir,

Please find enclosed herewith the quarterly monitoring report for the Quarter 01/2026-27 (APR-2026 To JUN-2026) in prescribed Performa. This is for your kind information please.

Thanking you.

Yours faithfully,

**Consumer Grievances Redressal Forum
PGVCL, Bhavnagar**

Encl.: The report in Prescribed Performa (Format – I and II)

Cfwd to:

(1) The Electricity Ombudsman (E-mail: eleombrijt@gercin.org]

"Jilla Seva Sadan-3, 3rd Floor Block No.-1, Government Press Road, Rajkot-360001,
Tel:0281-2994125

(2) PS to Hon. MD, PGVCL, Corporate Office, Rajkot (pstomd.pgvcl@gebmail.com)

(3) Chief Engineer (Project), PGVCL, Corporate Office, Rajkot

(4) The Chairperson / Member (Finance) / Member (Ind.) / Member (Prosumer) / Member (Consumer)
CGRF PGVCL, Circle Level Forum, Bhavnagar.

...The report is forwarded herewith for your kind information.

CONSUMER GRIEVANCE REDRESSAL FORUM : (BHAVNAGAR FORUM)

Paschim Gujarat Vij Company Limited, Circle Office, Vij Seva Sadan, Chavdi Gate, Bhavnagar.

QUARTERLY REPORT : OF :

Quater-01

2026-27

Format-I

Sr. No.	Parameter	Delay in Restoring supply	Quality of Supply	Meter Problems	Billing Problems	Quality of service	Others	Total
1	Grievances pending at end of previous quarter	0	0	0	0	0	0	0
2	Grievances received during this quarter	0	0	0	4	0	5	9
3	Total grievances (1 + 2)	0	0	0	4	0	5	9
4	Grievances redressed during this quarter	0	0	0	0	0	3	3
5	Balance Grievances to be attended (3-4)	0	0	0	4	0	2	6
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	0	0	0	1	1
		b) After 30 days (*)	0	0	0	0	2	2
		Total	0	0	0	0	3	3
7	Grievances in the process of redressal	0	0	0	4	0	2	6
8	Grievances pending for more than 30 days (**)	0	0	0	2	0	2	4
9	No of cases redressed in favour of licensee	0	0	0	0	0	1	1
10	No of cases redressed in favour of consumer	0	0	0	0	0	0	0
11	Others	0	0	0	0	0	2	2
12	No of sittings in the quarter	2						
13	No of sittings attended by Chair Person	2						
14	No of sittings attended by Member Finance	2						
15	No of sittings attended by Independent Member	2						
16	No of sittings attended by Prosumer Member	2						
17	No of sittings attended by Consumer Member	2						

Note : (*) Grievances successfully redressed during this quarter(More Than 30 Days). 02 case delayed due to detail late received by division office.

():** 03 Cases applicant not present in meeting and 01 case has the issue of not receiving the solar bill due to a "Y" status in the CRM. A ticket was raised by the subdivision, and the issue has been resolved. It will be redressed in the next hearing.

[illegible]

[illegible]