



**Consumer's Grievances Redressal Forum  
(PORBANDAR CIRCLE LEVEL)**

**PASCHIM GUJARAT VIJ COMPANY LIMITED,**

CIRCLE OFFICE PORBANDAR, RAM TEKRI ROAD, NEAR FIRE BRIGADE-PORBANDAR-360575

CIN: U40102GJ2003SGC042908 Email: [cgrfpbr.pgvcl@gebmail.com](mailto:cgrfpbr.pgvcl@gebmail.com).

PGVCL/CGRF/2026-2027/Q1/ 778

DT:-03.07.2026

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

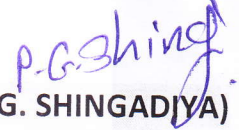
**Sub: 1<sup>st</sup> Quarter Report (APR-2026 to JUN-2026) of CGRF - PORBANDAR**

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,

  
(P. G. SHINGADIA)  
Convener

**Consumer Grievances Redressal Forum  
PGVCL, PORBANDAR**

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

Cfwc to:

- (1) The Electricity Ombudsman (E-mail: [eleombrrjt@gercin.org](mailto:eleombrrjt@gercin.org))  
"Jilla Seva Sadan-3, 3<sup>rd</sup> 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](mailto: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, PORBANDAR.

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

# CONSUMER GRIEVANCE REDRESSAL FORUM : (PORBANDAR CIRCLE LEVEL)

Paschim Gujarat Vij Company Limited, Circle Office, Porbandar, Nr. Railway Fatak -360575.

**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              | 1                | 1                  | 1      | 3     |
| 2       | Grievances received during this quarter                | 0                         | 1                 | 1              | 0                | 2                  | 1      | 5     |
| 3       | <b>Total grievances (1 + 2)</b>                        | 0                         | 1                 | 1              | 1                | 3                  | 2      | 8     |
| 4       | Grievances redressed during this quarter               | 0                         | 1                 | 1              | 1                | 3                  | 2      | 8     |
| 5       | <b>Balance Grievances to be attended (3-4)</b>         | 0                         | 0                 | 0              | 0                | 0                  | 0      | 0     |
| 6       | Grievances successfully redressed during this quarter. | a) Within 30 days         | 0                 | 1              | 1                | 1                  | 1      | 5     |
|         |                                                        | b) After 30 days (*)      | 0                 | 0              | 0                | 2                  | 1      | 3     |
|         |                                                        | <b>Total</b>              | 0                 | 1              | 1                | 1                  | 3      | 8     |
| 7       | Grievances in the process of redressal                 | 0                         | 0                 | 0              | 0                | 0                  | 0      | 0     |
| 8       | Grievances pending for more than 30 days (**)          | 0                         | 0                 | 0              | 0                | 0                  | 0      | 0     |
| 9       | No of cases redressed in favour of licensee            | 0                         | 1                 | 1              | 0                | 2                  | 1      | 5     |
| 10      | No of cases redressed in favour of consumer            | 0                         | 0                 | 0              | 0                | 0                  | 1      | 1     |
| 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 Finance/Account Member      | 2                         |                   |                |                  |                    |        |       |
| 15      | No of sittings attended by Independent Member          | 2                         |                   |                |                  |                    |        |       |
| 16      | No of sittings attended by consumer Representative     | 2                         |                   |                |                  |                    |        |       |
| 17      | No of sittings attended by Prosumer Representative     | 0                         |                   |                |                  |                    |        |       |
| 18      | No of sittings attended by Convener                    |                           |                   |                |                  |                    |        |       |

**Note :** There is no any case related to prosumer representative in this quater.

Grievances Succesfully Redressed After 30 days: 03 case required more than 30 days because of the two times of hearing required

(\*)

| Quater-01-2026-27 |          | Format-II Statement of implementation order of CGRF issued in favour of consumers (Current Quarter) |                                                                                                  |                           |                     |                                                                                                                                                                                                                                                                          |                                               |                                         |                                                                                                 |
|-------------------|----------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|---------------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------|-------------------------------------------------------------------------------------------------|
| Sr. No.           | CASE NO. | NAME OF APPLICANT                                                                                   | SUBJECT OF THE CASE IN BRIEF                                                                     | CGRF Judgement No.        | CGRF Judgement Date | Order Of CGRF In Brief                                                                                                                                                                                                                                                   | Time Period Given in Order For Implementation | Whether Consumer Approach To Ombudsman? | Status of CGRF Order / Implementation ( Provide date of completion in case order is implemented |
| 1                 | PG404    | MALDE SANGAN ODEDRA                                                                                 | વીજ કનેક્શન માલદે સાંગણ ઓડેદરાના નામે જે ચાલુ છે તે મૂળ ગ્રાહકના નામે યથાવતસ્થાને લેવા હુકમ અરજી | PGVCL/CGRF/2025-2026 /520 | 24-04-2026          | સદર કશમા વીજજોડાણ અરજન ભોજા ઓડેદરા ના નામે મજમુ કુવામા આવેલ હતું જે વીજજોડાણ અરજન ભોજા ના વારસદારો ને વિશ્વાસમા લીધા વગર તેમના પોત્ર માલદે સાંગણ ઓડેદરા એ પોતાના નામે નામફેર કરાવો લીધેલ જેની સામે અરજદારશ્રી અરભમ અરજન ઓડેદરા દ્વારા અત્રેના ફોરમ માં ફિરયાદ દાખલ કરેલ. |                                               | NO                                      | PENDING                                                                                         |

| Quater-01-2026-27<br>Format-II Statement of implementation order of CGRF issued in favour of consumers (Previous Quarter) |                 |                           |                                          |                           |                     |                                                                                                                                                                                                                                                                                                         |                                               |                                         |                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------------|------------------------------------------|---------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------|-------------------------------------------------------------------------------------------------|
| Sr. No.                                                                                                                   | CASE NO.        | NAME OF APPLICANT         | SUBJECT OF THE CASE IN BRIEF             | CGRF Judgement No.        | CGRF Judgement Date | Order Of CGRF In Brief                                                                                                                                                                                                                                                                                  | Time Period Given in Order For Implementation | Whether Consumer Approach To Ombudsman? | Status of CGRF Order / Implementation ( Provide date of completion in case order is implemented |
| 1                                                                                                                         | 03/Q3/2025-2026 | PACHIBEN TIDABHAI KAMRIYA | REGARDING AG ELECTRICITY NEW CONNECTION. | PGVCL/CGRF/2025-2026/1228 | 17-10-2025          | સદર બાબતે અરજદાર તથા સામેવાળાની રજૂઆત ધ્યાનમાં લેતા, બંને પક્ષકારને સાંભળીને નીચે મુજબ હુકમ કરવામાં આવે છે. રેકૉર્ડ ઉપર રજૂ થયેલ દસ્તાવેજોને ધ્યાને લેતા સામાવાળા પક્ષકારે અરજદારની માંગણી મુજબનું વીજ જોડાણ કંપનીના નીતિનિયમો મુજબ આપવા હુકમ કરવામાં આવે છે, આ સાથે અરજદારની અરજી ફેસલ કરવામાં આવે છે. |                                               | NO                                      | PENDING                                                                                         |