



**Consumer's Grievances Redressal Forum
(Rajkot City Circle Level)**

PASCHIM GUJARAT VIJ COMPANY LIMITED,

CIRCLE OFFICE LAXMINAGAR, NANA MAVA ROAD – RAJKOT 360004

CIN:U40102GJ2003SGC042908 website : www.pgvcl.com

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No. PGVCL/CGRF/QTR Report/ **1382**

Date: **01-7-26**

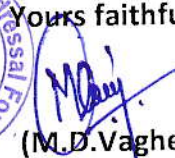
To,
The Secretary,
Gujarat Electricity Regulatory Commission,
6TH Floor, Gift –One,
Road-5c, Zone-5,
GIFT CITY,
Gandhinagar -382 355

Sub: 1rth Quarter Report (Apr-2026 to Jun-2026) of CGRF - Rajkot

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,

(M.D. Vaghela)
Convener

**Consumer Grievances Redressal Forum
PGVCL, Rajkot City Circle**

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

Cfwc 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, Corporate Office, **Rajkot**.

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

RJT FORWARDING QTR-01 OF 2026-27

CONSUMER GRIEVANCE REDRESSAL FORUM : (RAJKOT CITY CIRCLE LEVEL FORUM)

Paschim Gujarat Vij Company Limited, City Circle Office, Laxminagar, Nanamava Road, RAJKOT-360004

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	1	0	0	0	0	1
2	Grievances received during this quarter	0	0	0	4	2	1	7
3	Total grievances (1 + 2)	0	1	0	4	2	1	8
4	Grievances redressed during this quarter	0	1	0	3	1	0	5
5	Balance Grievances to be attended (3-4)	0	0	0	1	1	1	3
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	0	0	3	1	0
		b) After 30 days (*)	0	1	0	0	0	1
		Total	0	1	0	3	1	0
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	0	1	0	0	2
10	No of cases redressed in favour of consumer	0	0	0	1	0	0	1
11	Others	0	0	0	1	1	0	2
12	No of sittings in the quarter	1						
13	No of sittings attended by Chair Person	1						
14	No of sittings attended by Independent Member	1						
15	No of sittings attended by Member Finance	1						
16	No. of sitting attended by the Representative of Consumer	0						
17	No. of sitting attended by the Representative of prosumer	1						

Note : In this quarter, as Resignation given by Consumer member, 01 meeting not attended.
 Grievances successfully redressed during this quarter (More Than 30 Days)
 nos case delayed by 2 days due to pending sign of Forum Members in final order of consumer.

01

03 nos case pending to redressed as new complaints.

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	29-Q1-26-27	CHAVDA RITABA VIKRAMSINH	To Deposit outstanding solar rooftop credit amount in Bank Account	736	2/4/2026	Due to uncertainty of refund amount wrongly credited to wrong account holder from relevant bank, RCD-2 has been instructed to credit the solar surplus amount of applicable period to the applicant within 15 days as well as initiate disciplinary action against responsible employee. However other divisions are also instructed to go through the above matter and identify such transactions and carry out the same actions as mentioned above.	15	NO	RCD-3/REV/1581 Dt.2026-05-12 SOLAR CREDIT AMOUNT OF APPLICANT IS CREDITED IN APPLICANT'S BANK ACCOUNT WITH RS. 6873 , C.V. NO.60230 ON DATED 12.05.2026 BY PGVCL OFFICE.

Quater-04-2025-26		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	16-Q3-25-26	Jignasa Jay Pithava	Faulty Bills,frequent meter changes ,faulty smart meter installation and billing issues	268	02.02.2026	In this consumer, it is Ordered for september-2025 billing Factorwise adjustment has been given, order to Refund of 118 for fast meter application in 2022 given. Procedure of nick card installation for communicating the smart meter has been done.		No	For september-2025 billing Factorwise billing adjustment given of Rs. 528.03 on 16.02.2026, Refund of 118 for fast meter application in 2022 given in consumer no. Procedure of nick card installation for communicating the smart meter has been done.
2	24-Q4-25-26	Bhadaniya Reena R.	Refund of money deducted from the bill by Ujala	717	30.03.2026	It is ordered to refund the Ujala charges deducted in Consumer no. and to stop further deduction in ujala charges.	15 days	No	Ujala Charges Amount of Rs.420 credited with MR no.33677256 on Dated 08.04.2026 to Consumer's Connection no.87602127102