



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

PASCHIM GUJARAT VIJ COMPANY LIMITED,

CIRCLE OFFICE LAXMINAGAR, NANA MAVA ROAD – RAJKOT 360004

CIN:U40102GJ2003SGC042908 website : www.pgvcl.com

Tel. No. (0281) 2380425 / 2380427 Fax (0281) 2380428

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No. PGVCL/CGRF/QTR Report/ 1575

Date: 02/07/2026

To,

The Secretary,

Gujarat Electricity Regulatory Commission,

6TH Floor, Gift –One,

Road-5c, Zone-5,

GIFT CITY,

Gandhinagar -382 355

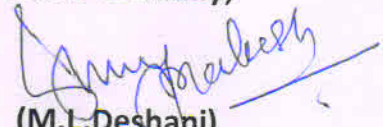
Sub: 1st Quarter Report (Apr-2026 to June-2026) of CGRF – Rajkot Rural Circle Level Forum

Respected Sir,

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

Thanking you.

Yours faithfully,


(M.L. Deshani)
Convener

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

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

Cfwd to:

(1) The Electricity Ombudsman (E-mail: eleombrrjt@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. Rajkot Rural Circle Level**

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

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

Paschim Gujarat Viji 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	0	0	0	0	0	0
2	Grievances received during this quarter	0	1	0	1	7	0	9
3	Total grievances (1 + 2)	0	1	0	1	7	0	9
4	Grievances redressed during this quarter	0	0	0	1	7	0	8
5	Balance Grievances to be attended (3-4)	0	1	0	0	0	0	1
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	0	0	6	0	6
		b) After 30 days (*)	0	0	0	1	0	2
		Total	0	0	0	1	7	8
7	Grievances in the process of redressal	0	1	0	0	0	0	1
8	Grievances pending for more than 30 days (**)	0	1	0	0	0	0	1
9	No of cases redressed in favour of licensee	0	0	0	1	5	0	6
10	No of cases redressed in favour of consumer	0	0	0	0	0	0	0
11	Others	0	0	0	0	2	0	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	0						
17	No of sittings attended by Consumer Member	2						

No any Application Are related to Prosumer Representative so in this quarter prosumer member are not present

(*) Grievances Succesfully Redressed After 30 : All 2 application consumer not present in first hearing and second hearing required

() Grievances Pending for more than 30 Days : Division office not providing answer with in time and The applicant refuses to attend the meeting.**

[illegible]

