

CONSUMER GRIEVANCE REDRESSAL FORUM : (BHAVNAGAR FORUM)

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

QUARTERLY REPORT : OF :		Quater-03	2024-25 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	5	1	11	2	4	23
2	Grievances received during this quarter		0	0	4	12	1	15	32
3	Total grievances (1 + 2)		0	5	5	23	3	19	55
4	Grievances redressed during this quarter		0	4	2	15	3	9	33
5	Balance Grievances to be attended (3-4)		0	1	3	8	0	10	22
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	4	2	3	2	2	13
		b) After 30 days	0	0	0	12	1	7	20
		Total	0	4	2	15	3	9	33
7	Grievances in the process of redressal (*)		0	1	2	3	0	5	11
8	Grievances pending for more than 30 days (**)		0	0	0	7	1	0	8
9	No of cases redressed in favour of licensee		0	0	0	7	1	0	8
10	No of cases redressed in favour of consumer		0	3	0	6	1	6	16
11	Others		0	1	2	2	1	3	9
12	No of sittings in the quarter		8						
13	No of sittings attended by Chair Person		8						
14	No of sittings attended by Technical Member		8						
15	No of sittings attended by Independent Member		8						

Note (*): five case hearing is completed but order is under process

Quater-03-2024-25		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	13/24-25	Sorathiya Kalubhai Nanjibhai	Regarding Meter Change of AG conn.	776	08/08/2024	THE RESPONDENT IS DIRECTED TO ISSUE THE BILL OF 10923 UNIT. FROM 10923 UNIT, 3650 FAULTY UNIT SHOULD BE DEDUCTED.			કસમપાલ મુજબ ગ્રાહકના મીટરમાં ૩૬૫૦ યુનિટ નું ૪૩૬૩.૮૦ / ૩ ધીલે રહે છેલેલ છે
2	16/24-25	Rambhai Babubhai Bareya	Regarding New AG Connection.	B2/FORUM/16/24-25/675	20-07-2024	IT IS ORDER TO RESPONDENT TO COMPLETE THE PENDING LINE WORK AND PROCEED TO CONNECT IMMEDIATELY.			AS PER JUDGEMENT LINE WORK OF SAID APPLICANT IS COMPLETED & RELEASED ON DT.16.08.2024
3	19/24-25	White Plus Ceramic	Regarding Not crediting of our Solar Set off amount in our account.	970	28/09/2024	REVISE BILL ISSUE AS PER CALCULATING IN CGRF ORDER			As per Order calculation and debited RS.114417.94 /- on dt.18.10.24
4	22/24-25	Revur Surajben Chandubhai	Regarding New AG Connection	B2/FORUM/22/24-25/674	20/07/2024	THE APPLICANT IS DIRECTED TO SUBMIT UNDERTAKING, AND AFTER OBTAINING UNDERTAKING, RESPONDENT IS DIRECTED TO PROCEED TO GIVE CONNECTION TO APPLICANT.			Application with Undertaking not submitted at Chhalala Sdn office for new AG Connection.
5	24/24-25	Khodadabhai Bhavanibhai Boghra	Amount paid under Mafi Yojna	B2/FORUM/24/24-25/800	14/08/2024	RESPONDENT IS DIRECTED TO CREDIT THE AMOUNT TO THE APPLICANT ACCOUNT AS PER MAFI YOJNA NORMS			કસમપાલ મુજબ ગ્રાહકના એકાઉન્ટમાં તા. 31.08.2024 ના રોજ ૫૮૯૪.૦૭/- રૂ નું જમલે છે ID NO: 31543929
6	26/24-25	Sanikubhai Mameyabhai Sande	Regarding erection of 11 KV line	B2/FORUM/26/24-25/799	14/08/2024	CONNECTION RELEASE WORK TO BE COMPLETED IN 15 DAYS AND DEBITED AMOUNT SHOULD BE CREDITED BY RESPONDENT.	15		02.12.2024 , LINE ERECTION AND POWER SUPPLY RESTORE
7	38/24-25	Rambhai Samantbhai Bhadarkar	Regarding Replacement of Service	B2/FORUM/25/24-25/818	20/08/2024	Respondent completed service wire replacement work, and other remaining work should be completed within 10 days.	10		OTHER POLE ERECTION WORK DONE ON 28-08-24
8	41/24-25	Shuben Chandhyambhai Prajapati	Regarding Uninterrupted Power Supply	885	06/09/2024	RESPONDENT VIDE LETTER NO. PGDOB/0419/08/2024, Dtd. 14.08.2024 INFORMED FORUM THAT ALL NECESSARY LINE WORK AND MAINTENANCE WORK HAS BEEN COMPLETED.			As per applicant application work done & Inform to applicant vide letter no: PGDOB/0419/08/2024 DT: 14.08.2024
9	42/24-25	Ajaybhai Bachubhai Baraiya	Regarding Uninterrupted Power Supply	887	06/09/2024	RESPONDENT VIDE LETTER NO. PGDOB/0418/08/2024, Dtd. 14.08.2024 INFORMED FORUM THAT ALL NECESSARY LINE WORK AND MAINTENANCE WORK HAS BEEN COMPLETED.			As per applicant application work done & Inform to applicant vide letter no: PGDOB/0418/08/2024 DT: 14.08.2024. Also Reeder maintenance of 11 KV Sidar Urban feeder to minimize interruption

Quater-03-2024-25		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	34/24-25	Babubhai Nathabhai Dabhi	Regarding irregularities in issuing new AG Connection.	1044	23/10/2024	Speaking Order			Implemented(23.07.2024)
2	51/24-25	Kishorbhai Bhagwanbhai Rupareliya	For cancellation of FQ	997	08/10/2024	APPLICANT DIRECTED TO PAY 2,50,000/- IN 10 DAY AND ISSUE NEW ESTIMATE AS PER GERC NOTIFICATION 14/2024 AND NEW ESTIMATE AND PAYMENT IS COMPLETED IN 30 DAYS.	30		As per Order Con paid RS.250000/- on dt.24.11.24
3	63/24-25	Manjulaben Shashibhai Chauhan	Regarding Re-Connection of PDC Connection.	977	01/10/2024	CONNECTION RELEASE AFTER PAYMENT OF RECONNECTION CHARGES AS PER COMPANY RULES.			ફેક્ટમાંથી મુજબ સદર કનેક્શન લાઇવ કરવામાં કોરપોરેટ ઓફીસ પત્ર નં PGCDR/1030/12/2024 DT 26-12-2024 થી મંજૂરી આપવામાં આવેલ છે અને સદર કનેક્શન લાઇવ કરવાની કાર્યવાહી પ્રોસેસ માં છે
4	65/24-25	Kishorbhai Babubhai Jalu	For cancellation of Load Extension Firm Quotion	999	08/10/2024	APPLICANT DIRECTED TO PAY 5,00,000/- IN 10 DAY AND ISSUE NEW ESTIMATE AS PER GERC NOTIFICATION 14/2024 AND NEW ESTIMATE AND PAYMENT IS COMPLETED IN 30 DAYS.	30		As per Order Con was not paid RS.500000/- till the date 15.01.2025
5	67/24-25	Rajeshkumar Amarjibhai Ladhva, C/o. Amarjibhai Chhaganbhai Ladhva	Regarding Providing of Residential connection in Agriculture area.	978	01/10/2024	GIVE REVISED ESTIMATE AND CONNECTION RELEASE AS PER COMPANY RULES.			APPLICANT APPLY FOR NEW AG RL CONNECTION IN CPC RAIKOT CREAT SR.NO.18345375 DATE 06/01/2025 BUT APPLICANT NOT PAID REGISTRATION CHARGES TILL 16/01/2025 AFTER PAYMENT OF REG. CHARGES CONNECTION REALTED WRDK DONE
6	68/24-25	K. P. Industries	For cancellation of Load Extension Firm Quotion	1004	08/10/2024	APPLICANT DIRECTED TO PAY 2,00,000/- IN 10 DAY AND ISSUE NEW ESTIMATE AS PER GERC NOTIFICATION 14/2024 AND NEW ESTIMATE AND PAYMENT IS COMPLETED IN 30 DAYS.	30		As Per CGRF Order Applicant paid Rs 200000 vide MR No-211992 Dt.25.10.2024 and after Impliment in CRM FQ Issued for Load Increase of 107kw vide Out Ward No-2783 Dt.16.1.25
7	69/24-25	Rasiklal Shankarbhai Patel	Regarding Supplymentary Bill	1142	28/11/2024	AS PER MRI REPORT APPLICANT PAY ONLY PAY 67 DAYS BILL SO, CANCEL OLD BILL AND GIVE NEW BILL AND PAY IN 15 DAYS.	15		Give New Bill to Consumer Vide Letter No:- DE/LSD/BILLING/81 DT:-10/1/2025.
8	70/24-25	Mahadevbhai Masabhai Tharesha	For cancellation of Load Extension Firm Quotion	998	08/10/2024	APPLICANT DIRECTED TO PAY 2,50,000/- IN 10 DAY AND ISSUE NEW ESTIMATE AS PER GERC NOTIFICATION 14/2024 AND NEW ESTIMATE AND PAYMENT IS COMPLETED IN 30 DAYS.	30		As per Order Con was not paid RS.250000/- till the date 09.01.2025
9	71/24-25	Jayeshbhai Rashikbhai Lalakiya	Regarding Load Extension Notice	1000	08/10/2024	APPLICANT DIRECTED TO PAY 2,00,000/- IN 10 DAY AND ISSUE NEW ESTIMATE AS PER GERC NOTIFICATION 14/2024 AND NEW ESTIMATE AND PAYMENT IS COMPLETED IN 30 DAYS.	30		As per Order Con was paid RS.200000/- on the date 08.11.2024.
10	73/24-25	Rafikbhai Alarakhbhai Shekhada	Regarding Replacement Of Faulty meter and Service Wire.	1194	17/12/2024	APPLICANT PROBLEM SOVL BY SDN SO NO ANY JUDGMENT.			IMPLEMENTATION
11	74/24-25	Dhanjibhai Kanabhai Bhii	For cancellation of Audit Bill Recovery.	1115	22/11/2024	THE APPLICANT DIRECTED TO PAY RECOVERY OF AUDIT BILL AND NEW ED RATE IS REVISED 10%.(APPLICANT ALLREADY PAY AND REVISED RATE ALSO APPLAY)			ફેક્ટમાંથી મુજબ ૧૦ % ED તકાવત ની રકમ તા ૧૮-૦૯-૨૪ ના રોજ 28178.83/- રૂ વાડીના લેન્ડર માં જમા આપેલ છે વાદીને ઈ ડી ૧૦ % મુજબ કરી આપેલ છે.
12	81/24-25	SANKHAT BHARATBHAI GANPATBHAI	Regarding Service Wire Replacement.	1029	16/10/2024	Speaking Order			IMPLEMENTATION

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13	82/24-25	MARUTINANDAN PATHAR PRODUCTS	REGARDING BILLING RELATED ISSUES.	1139	28/11/2024	APPLICANT DIRECTED TO PAY 2,00,000/- IN 10 DAY AND ISSUE NEW ESTIMATE AS PER GERC NOTIFICATION 14/2024 AND NEW ESTIMATE AND PAYMENT IS COMPLETED IN 30 DAYS.	30		As per Order Con paid RS.200000/- on dt.09.12.24
14	83/24-25	M N RUBBER LIMITED	About Load Extension Notice	1140	28/11/2024	ISSUE NEW ESTIMATE AS PER GERC NOTIFICATION 14/2024 AND NEW ESTIMATE AND PAYMENT IS COMPLETED IN 30 DAYS.(100+30 KW)	30		Issue New Estimate vide No:-DE/SRSD/TECH/12610 DT:-26/12/2024.
15	90/24-25	DILIPBHAI MAGANBHAI PATEL	REFUND OF AG SECURITY DEPOSITE.	1141	28/11/2024	PAYMENT IS DONE TO APPLICANT BANK ACCOUNT AS ON 21.11.2024.			As Per CGRF Order New Cheque No-326563/Dt.20.11.2024 Issued to Dilipbhai Maganbhai Patel /Vide Cash Voucher No-60160 Dt.20.11.2024
16	96/24-25	KANJIBHAI JESABHAI	REGARDING WRONG BILLING	1189	17/12/2024	APPLICANT PROBLEM SOLVE SO NO ANY JUDGMENT.			IMPLEMENTATION