

CONSUMER GRIEVANCE REDRESSAL FORUM : (BHAVNAGAR FORUM)

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

QUARTERLY REPORT : OF :

Quater-04

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	1	3	8	0	10	22
2	Grievances received during this quarter	0	0	1	11	1	12	25
3	Total grievances (1 + 2)	0	1	4	19	1	22	47
4	Grievances redressed during this quarter	0	1	3	9	0	13	26
5	Balance Grievances to be attended (3-4)	0	0	1	10	1	9	21
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	0	1	4	0	6
		b) After 30 days	0	1	2	5	0	20
		Total	0	1	3	9	0	26
7	Grievances in the process of redressal (*)	0	0	1	3	1	7	12
8	Grievances pending for more than 30 days (**)	0	0	0	1	0	0	1
9	No of cases redressed in favour of licensee	0	0	2	4	0	4	10
10	No of cases redressed in favour of consumer	0	1	1	1	0	4	7
11	Others	0	0	0	4	0	5	9
12	No of sittings in the quarter	9						
13	No of sittings attended by Chair Person	9						
14	No of sittings attended by Technical Member	9						
15	No of sittings attended by Independent Member	9						

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	34/24-25	Babubhai Nathabhai Dabhi	Regarding Irregularities in issuing new AG Connection.	1046	23/10/2024	Speaking Order			Implemented(23.07.2024)
2	51/24-25	Kishoribhai Bhagwanbhai Ruppraiya	For cancellation of PQ	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 06.11.24
3	61/24-25	Manjulaben Shashibhai Chaudhan	Regarding Re-Connection of PDC Connection.	977	01/10/2024	CONNECTION RELEASE AFTER PAYMENT OF RECONNECTION CHARGES AS PER COMPANY RULES.			કુશમનિયા મુજબ સર્વેર સોફ્ટવેર લાઇવ કરવામાં આવેલા પછાત નોંધણી નંબર 0200/000/12/2024 થી 26-12-2024 થી સંજ્ઞા આપવામાં આવેલ છે અને સર્વેર સોફ્ટવેર લાઇવ કરવાની કાર્યવાહી થી રોકાઈ છે.
4	69/24-25	Kishoribhai Sapulbhai Jale	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 13.03.2025
5	87/24-25	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 RE CONNECTION IN CPC RANJOT CREAT SR NO.18545375 DATE 06/01/2025 BUT APPLICANT NOT PAID REGISTRATION CHARGES TILL 16/01/2025 AFTER PAYMENT OF REG. CHARGES CONNECTION REALTED WORK DONE
6	68/24-25	E. P. Industries	For cancellation of Load Extension Firm Quotion	1001	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-211892 Dt.23.10.2024 and after Impliment in CRM PQ issued for Load increase of 107kwh vide Out Ward No-2783 Dt.16.1.25
7	88/24-25	Ravikant Shembharbhai Patel	Regarding Supplementary 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:- 06/150/011134/01 DT:-10/11/2025.
8	70/24-25	Mahadevbhai Masabhai Thareddy	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 Rashidbhai Lalaiya	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	Rajibhai Akarabhai Shelhade	Regarding Replacement Of Faulty meter and Service Wire	1194	17/11/2024	APPLICANT PROBLEM SOLVE BY SON SO NO ANY JUDGMENT.			IMPLEMENTATION
11	74/24-25	Dheshbhai Kanabhai Bhi	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 APPLY)			કુશમનિયા મુજબ 10 % ED નિયમત ની રકમ ના 10-06-24 ના રોજ 2017નાથી 3 વાર્ષિક રેટમાં જમા આવેલ છે વાળીને રકમ 10 % મુજબ કરી આવેલ છે.
12	81/24-25	SANKHAT BHARATBHAI GANPATBHAI	Regarding Service Wire Replacement.	1019	16/10/2024	Speaking Order			IMPLEMENTATION
13	82/24-25	MARUTINANDAN FATTHAI PRODUCTS	REGARDING BILLING RELATED ISSUE.	1119	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 01.09.22.24
14	83/24-25	M R RUBBER LIMITED	About Load Extension Notice	1160	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:-06/050/TECH/12610 DT:-24/12/2024.
15	93/24-25	DILIPBHAI MAGANBHAI PATEL	REFUND OF AS 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-320563/Dt.20.11.2024 Issued to Dilipbhai Maganbhai Patel /Vide Cash Voucher No-60160 Dt.20.11.2024
16	96/24-25	KANARSHAI JESABHAI	REGARDING WRONG BILLING	1189	17/11/2024	APPLICANT PROBLEM SOLVE SO NO ANY JUDGMENT.			IMPLEMENTATION

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1	78/24-25	Hemantbhai Virjibhai Vaja	For augmentation of Transformer.	3	01/01/2025	TRANSFROMER CHANGE AS PER LOAD 14 KV IN 20 DAYS.	20		DONE
2	86/24-25	M.V.STEEL	REFUND OF ILLEGALLY RECOVERED SURCHARGE IN SHORTFALL OF SECURITY DEPOSIT.	72	22/01/2025	પ્રતિવાદી દ્વારા સરચાર્જની જે આકારણી કરવામાં આવેલ છે તે યોગ્ય જણાતી નથી અને તેથી રદ ગણવાની થાય છે જો અરજદાર દ્વારા સદર રકમ ભરેલ હોય તો પ્રતિવાદી દ્વારા તે રકમ તેઓના વીજ બીલમાં સરભર કરવાની રહેશે.			As Per CGRF Order Surcharge on Shortfall SD for the period of Aug-23 To May-24 is Refunderd and Rs 204726.14 Credited in Feb-2025
3	94/24-25	MADHUBHAI VAGHAJBHAI KALKANI	REGARDING LAB REPORT	2	01/01/2025	REVISED ONLY 3 F STATUS BILL ISSUED AS PER AVRAGE UNIT 434 UNIT	18 Days	No	As per order Bill revised and adjustment is done on dtd.18.01.2025 by Babra Rural Sdn vide transaction Id:31929624
4	95/24-25	GOPALBHAI NAJABHAI RATHOD	Regarding Service Wire Replacement.	1	01/01/2025	ALLREADY REPLACEMENT OF SERVICE WIRE. NO ANY JUDGEMENT.			IMPLEMENTATION
5	104/24-25	RASIKBHAI DEVJIBHAI SAVANI	REGARDING CANCE OF LAB BILL.	70	22/01/2025	વાદીના વીજ બિલાજમાં તા.0૮.૦૧.૨૦૨૨ ના રોજ મીટર બદલ્યા પછી તા.૦૭.૦૧.૨૦૨૫ સુધીમાં ૩૫૦૬ સીડીંગ જોવામાં મળેલ છે એટલે કે માસિક એવરેજ ૧૦૦ યુનિટની આવે છે. પ્રતિવાદી દ્વારા ૩૫૦૬ સ્થાન ચકાસણી પણ કરવામાં આવેલ છે જેમાં લોડ સ્પર્શક ક્ષતિમાં કોઈપણ લોડ જોડેલ ન હતો એ કડકતો ધ્યાને લેતા ૩૮૮૫૧ યુનિટનું પડતર વપરાશનું વીજ બીલ ન્યાયિક તેમજ તથ્ય સભર જણાતું નથી અને રદ ગણવાને પાત્ર છે. પ્રતિવાદી દ્વારા કરવામાં આવેલ આકારણી વસુલ કરવાની રહેતી નથી.			AS PER CGRF HEARING LETTER NO. BZ/FORAM/104/24-25/70 DT.22-01-25. SO CREDIT CON. NO. 39312511955 ADJUSTMENT ID NO.32016722 DT.19/02/2025 ADJUSTMENT AMOUNT Rs.-23130.60 CR
6	109/24-25	PARTH KISHORBHAI DAVE	REGARDING DISCONNECTION OF RL CONNECTION IN MY PROPERTY.	104	06/02/2025	METER TRANSFER AS PER ORIGINAL APPLICATION PLACE.			As per order of Honble.CGRF, said connections has been shifted on Dt. 11.02.2025. Connection shifting proforma is attached herewith.
7	120/24-250	URVAL DILIPBHAI SHAH	REGARDING BILL ISSUED AFTER APPLICATION OF PDC.	198	12/03/2025	CANCE ALL BILL AFTER APPLICANT GIVE APPLICATION FOR PDC. IN 18/11/2024 LAB REPORT MRI IS AVIALABLE BUT RESPONDENT SAID MRI NOT AVIALABLE. IN THIS CASE KARMCHARI AND ADHIKARI AGAINST ACTION AS PER COMPANY'S RULE IN 15 DAYS.	15		IMPLEMENTATIONAS PER CGRF JUDGEMENT NO BZ/FORUM/120/24-25/198 DT-12/03/25 CLAUSE NO 3.4 ALL BILL WILL BE GIVEN CREDIT AFTER THAT GIVEN APPLICATION OF PDF BY CONSUMER DT.21-09-2024 SO AFTER THAT PDC APPLICATION METER WAS NOT REMOVE BUT THAT PLACE METER WAS CHANGE AND NEXT BILL GIVEN F TO C 4700 KWH AND THERE IS NO USE OF POWER AND AFTER THAT 2 BILL WAS ZERO CONSUMPTION SO AS PER CGRF JUDGEMENT ALL BILL WILL BE CREDIT IN CONSUMER ACCOUNT.