

**MINUTES OF 26TH MEETING
TO
REVIEW THE PERFORMANCE OF CGRFs AND OMBUDSMAN**

Date : 19.01.2026 Time : 11:30 AM

Venue : Hotel Grand Mercure, GIFT City, Gandhinagar

At the outset, Hon'ble Chairman, GERC, welcomed all the members of the Consumer Grievances Redressal Forums (CGRFs) and the Electricity Ombudsman. As this was the first meeting after formation of new Forums as per GERC (CGRF & Ombudsman) (First Amendment) Regulations, 2023, the meeting started with introduction of the members.

Thereafter discussion took place on agenda items.

Agenda Item No. 1: Confirmation of the Minutes of the 25th Meeting

Minutes of 25th Meeting for review of performance of Consumer Grievances Redressal Forums (CGRFs) and Ombudsman held on 19.08.2023, circulated to the members of CGRFs and Ombudsman vide letter dated 14.09.2023, were confirmed as no comments were received from any of the members.

Agenda Item No. 2: Action Taken Report on Minutes of 25th Meeting

In the 25th Meeting, the Commission had advised that the CGRFs shall mention the reason for delay in issuing the final order after time limit of 30 days, in the order itself. Further, the reasons for delay in issuing the order beyond time limit of 30 days shall also be mentioned in the quarterly reports submitted by the CGRFs to the Commission.

In this regard, the Forums informed the Commission that generally they issue the orders in stipulated time as per the Regulations. PGVCL Company Level Forum submitted that in some cases there is delay due to adjournment sought by the Complainant or non-availability of the Complainant. However, no adjournment is sought by the Discoms. PGVCL further informed the Commission that it has cleared all the backlogs of pending complaints and now all complaints are redressed within 30 days. TPL Ahmedabad Company Level Forum submitted that it redresses the complaint within time limit. Forums of SEZs informed that they have not received any complaints in CGRF.

Electricity Ombudsman - Ahmedabad submitted that there is delay in disposal of appeals in some of the cases where more time is required for filing of reply / submission by the parties.

The Commission directed all the Forums that there should be no delay in redressal of grievances due to frequent adjournments sought by the Discoms.

Further, in the 25th Meeting, the Commission had advised that the orders of the CGRFs and Ombudsman be implemented by the Discoms within time limit and as far as possible there shall be less litigations by the Discoms.

In this regard, the Forums submitted that generally the order of CGRF are implemented within time limit. UGVCL Company Level Forum informed the Commission that only in the cases where any policy related matter is involved, legal opinion is sought from Corporate Office or appeal is filed before the Hon'ble High Court.

Agenda Item No. 3: Constitution of New Forums in line with GERC (CGRF & Ombudsman) (First Amendment) Regulations, 2023

The Commission, vide letters dated 05.09.2024, has directed all the Discoms (DGVCL, MGVCL, PGVCL, UGVCL, TPL – Ahd., Surat, Dahej, Dholera & MBSIR, MUL, DPA, GIFT PCL, AIVPL and JIL) to establish Consumer Grievance Redressal Forum (CGRF) at Circle / Zonal level and at Corporate Office level in line with Regulation 3 of the GERC (CGRF & Ombudsman) (First Amendment) Regulations, 2023 (Amendment Regulations).

All the Discoms, except TPL-D (Dholera), TPL-D (MBSIR) and DPA, have constituted new Forums as per the Amendment Regulations.

The Commission directed the staff of the Commission to take necessary action in this regard separately.

(Action: Staff of the Commission)

Agenda Item No. 4: Timely submission of Quarterly / Annual Reports by the Forums as per Specified Format

The Commission observed that the quarterly reports are not being submitted by some of the Forums within the time limit specified in the Regulations. Further, the reports are not complete in regard to the format specified in the Regulations.

The Commission directed all the Forums to submit the quarterly / annual report within time limit and as per the Format-I and II of Annexure-II of the Regulations. The forums shall make sure that in the event of grievance being disposed of after the maximum period of 30 days as stipulated in the Regulations, they should record in writing, the reasons for the same at the time of disposing off the said grievance and also give the reason for delay in the quarterly report submitted as per format specified in the Regulations. Similarly, the Electricity Ombudsman are also required to submit the reports as per Annexure-IV of the Regulations along with details of appeals disposed of after 45 days with reasons in brief.

(Action: All Forums and Electricity Ombudsman)

Further, as per the Regulation 2.57 of Amendment Regulations (Regulation 2.58 of Principal Regulations), the Forums are required to submit a yearly report containing a general review of

activities of the Forum during the financial year to the Licensee, Commission and Ombudsman. The yearly reports are not submitted by the Forums as of now. Some of the Forums have inquired about the format in which the yearly report is to be submitted.

In the regard, the Commission directed all the forums to submit the annual report as per the format in which the annual reports are submitted by the Electricity Ombudsman. Moreover, the Commission also informed the Forums that they may also submit their achievements and highlights of the work done by them during the year in the annual report.

(Action: All Forums)

Agenda Item No. 5: Intimation about changes in Members / Convener of Forum

The Commission observed that any changes in Members / Convener / e-mail IDs is not communicated to the Commission in timely manner by the Forums. It was suggested that the Convener of the Company level Forums shall take the responsibility of informing any change in the member of the forums to the Commission.

The Commission directed all the Forums to assign one permanent e-mail ID for regular correspondence with the Commission and any changes in e-mail ID / Member / Convener shall be immediately informed to the Commission so that same can be updated on the Commission's website. Moreover, the changes shall also be made on the website of the respective Discoms.

All the forums are directed to inform their latest e-mail IDs to the Commission within 10 days.

(Action: All Forums)

Agenda Item No. 6: Review of Performance of CGRFs & Ombudsman

The performance reports of all the CGRFs and Electricity Ombudsman for FY 2024-25 and FY 2025-26 (Q-1 and Q-2) were presented.

The Commission reviewed the performance of CGRFs and Ombudsman. The summary of Annual Reports for FY 2024-25 and Quarterly Reports for Q1 and Q2 of FY 2025-26 received from the CGRFs & Ombudsman are kept for information at **Annexures 1 to 4**.

The Commission observed that in FY 2024-25 the complaints are redressed after more than 30 days in many of the forums (PGVCL - Rajkot, Bhavnagar and Junagadh). Further, less number of sittings were conducted in some of the forums (MGVCL - Baroda City Circle and Anand Circle; and PGVCL - Rajkot Corporate, Bhavnagar Circle and Surendranagar Circle), although the number of total complaints is more in FY 2025-26 (Q-1 & Q-2). The Commission directed the forums to arrange adequate number of sittings considering the inflow of complaints.

In this regard, the Forums informed the Commission that in some cases there is delay due to adjournment sought by the Complainant or non-availability of the Complainant.

The Commission advised the forums that suitable time should be given to the complainants for making representations before the forums. Further, the orders passed by the CGRFs shall be detailed and well-reasoned.

PGVCL further informed the Commission that less number of sittings were held in FY 2025-26 (Q-1 & Q-2) due to transition from old forums to new forums as per Amendment Regulations.

The Commission observed that in MGVCL - Anand Circle Forum, 7 cases have been disposed, but number of sittings is 0 (zero). In this regard, MGVCL informed the Commission that the 7 complaints were general complaints (like power cut, etc.) and the issue was resolved by the field officer.

In this regard, Regulation 2.41 of the Regulations provides that the Forum can call the officer concerned of the Licensee for discussion in suitable cases, in order to seek redressal of the Grievance filed before it. In case the matter is settled through discussion, it may be recorded as a decision and conveyed to the Complainant and the Licensee. The Commission directed the forums to ensure that the procedures are followed in line with the prevailing Regulations.

(Action: All Forums)

Further, Regulation 2.24 of the Regulations provides that in order to expedite disposal of the Complaints/Grievances and to provide convenient access to the Consumers, the Company Level Forum shall hold at least one sitting in a week on a specific day at Company Level Forum headquarter. The Commission directed the forums to make sure that this is followed by them.

(Action: All Forums)

Electricity Ombudsman informed the Commission that there were less appeals in FY 2025-26 (Q-1 & Q-2) compared to FY 2024-25 due to less number of complaints redressed by the forums because of transition period from old forums to new forums as per Amendment Regulations. Moreover, as per Amendment Regulations, complainant who is aggrieved with the order of CGRFs has option to approach Corporate Level Forums before approaching the Electricity Ombudsman, which would have resulted in less number of appeals before the Electricity Ombudsman.

Electricity Ombudsman also informed the Commission that there is delay in disposal of appeals in only those cases where adjournment is sought by the parties, MRI data is not available or meter testing at third party meter testing laboratories is required. Further, Electricity Ombudsman - Ahmedabad informed the Commission that it has also scheduled hearings in other cities.

Electricity Ombudsman - Ahmedabad further informed the Commission that sometimes there is delay in submission of the replies by the Discoms which results in requirement of more than one hearing in a case. Moreover, the reply submitted by the Discoms are not well-reasoned and without quoting the relevant Regulations / Circulars.

In this regard, the Commission advised that proper training shall be given to the officers of Discoms for drafting the submission/reply before the CGRF and Ombudsman. It is also suggested that GERC shall arrange to conduct training programs for members of the forums where experts from Discoms having legal background may share their knowledge on proper drafting of orders / submissions. Moreover, training to field officers for proper representation before CGRF / Ombudsman is necessary.

The Commission noted that although only the Members of the Company Level forums are invited in the meeting, the Convener of Company Level forum shall make sure that the Conveners of the Circle Level forums are briefed about the discussions done in the meeting.

TPL Company level Forum informed the Commission that they share the Orders of CGRF, Electricity Ombudsman and Hon'ble High Court with their field level officers for knowledge sharing.

The Commission advised that the Orders of the Ombudsman and CGRFs should be informed to all the field level officers of the Discoms so that similar type of complaints are not received by the CGRFs repeatedly.

Agenda Item No. 7: Status of implementation of orders of the Ombudsman by distribution licensees

Electricity Ombudsman submits yearly report to the Commission with status of implementation of orders of the Ombudsman by distribution licensees.

The Commission observed that in FY 2024-25, out of 62 cases disposed by Electricity Ombudsman - Ahmedabad, 58 were implemented by the Discoms whereas 3 were challenged by the Discoms before the Hon'ble High Court. One case was challenged before the Hon'ble High Court by the Appellant. In FY 2025-26 (Q-1 & Q-2) out of 24 cases disposed, 23 were implemented and one was challenged by the Discoms before the Hon'ble High Court

All the cases disposed by Electricity Ombudsman - Rajkot in FY 2024-25 and 2025-26 (Q-1 & Q-2) were implemented by the Discom.

The Commission advised that the orders of the CGRFs and Ombudsman shall be implemented by the Discoms within time limit and as far as possible there shall be less litigations by the Discoms. The Discoms shall challenge the order of CGRF/Ombudsman only where considerate view is required on policy level issues.

UGVCL Company Level Forum submitted that there is also requirement of holding meeting of officers of implementing authority of the Discoms, for better implementation of the CGRF orders and find out the difficulties faced by them in implementation of order of CGRF and Electricity Ombudsman.

Agenda Item No. 8: Presentation by Forums

Presentations were made for a specific case by the MGVCL - Vadodara Corporate Forum, PGVCL - Rajkot Corporate Forum and TPL - Ahmedabad Corporate Forum and it was discussed by the participants for the necessary know how.

Agenda Item No. 9: Any other item with permission of the Chair.

The Commission opened the forum for issues, if any, faced by the CGRF Members / Ombudsman.

Torrent Power Limited Company Level Forum suggested that there should be provision in the Regulations that, if required, the forums may call the complainant along with his representative for the hearing. It was also suggested to clarify in the Regulations that the 30-day timeline for redressal of grievance is 30 working days.

Further, Torrent Power Limited Company Level Forum also suggested that the limitations / pre-conditions for submission of grievances before the forums need revision in line with the limitations / pre-conditions which are already provided for submission of grievances before the Ombudsman.

PGVCL Company Level Forum submitted the as per Regulations, the Circle Level Forum are having jurisdiction to entertain the complaints/grievances of monetary nature relating to electricity bills, recovery of arrears, payment of demand raised by licensee up to value of Rs. 1 Lakh. Above Rs. 1 Lakh, the jurisdiction lies with the Corporate Level Forum. Since, the geographical area of PGVCL is very vast and a consumer of Kutch area need to approach Rajkot Company Level forum in cases with monetary nature above Rs. 1 Lakh, it was suggested that the limit of Rs. 1 Lakh for Circle Level Forums needs revision and shall be increased.

The Commission directed all the Forums to make a separate representation through an e-mail before the Commission on the issues raised by them, before 28.02.2026.

Hon'ble Chairman thanked the members of the Forums for their participation in the meeting.

The meeting ended with a vote of thanks to the Chair.

Sd/-
(Ranjeeth Kumar J., IAS)
Secretary
Gujarat Electricity Regulatory Commission
Gandhinagar

List of Participants

The Commission and the staff:

1. Shri Pankaj Joshi, Chairman, GERC
2. Shri H.N. Shah, Member, GERC
3. Shri S.T. Anada, Joint Director
4. Shri A.U. Adhwaryu, Dy. Director
5. Smt. Sakshi Kheskwani, Jt. Secretary
6. Shri Jignesh Makwana, IT Manager
7. Shri Abhishek Makwana, Asst. Director
8. Shri Bakul Thakar, Executive
9. Shri Bhavesh Kushwaha, Executive
10. Shri RomanAli Musa, Executive

Chairpersons / Members / Representatives of CGRFs and Ombudsman:

1. Shri P.A. Vaghela, Electricity Ombudsman, Ahmedabad
2. Shri S.H. Upadhyay, Electricity Ombudsman, Rajkot
3. Shri B.K. Patel, Chairperson, DGVCL - Surat Company Level Forum
4. Shri P.C. Patel, Chairperson, MGVCL - Vadodara Company Level Forum
5. Shri G.J. Dhanula, Chairperson, UGVCL - Mehsana Company Level Forum
6. Shri B.I. Shah, Chairperson, TPL-D (A) - Ahmedabad Company Level Forum
7. Shri Vipul Kadakia, Chairperson, TPL-D - Surat & Dahej Company Level Forums
8. Shri M.K. Mandwarya, Chairperson, JIL - Vilayat Company Level Forums
9. Shri A.S. Pasnani, Independent Member, DGVCL - Surat Company Level Forum
10. Ms. Vidhi Barot, Independent Member, PGVCL - Rajkot Company Level Forum
11. Shri A.K. Gupta, Independent Member, TPL-D (A) - Ahd. Company Level Forum
12. Shri N.B. Mistri, Independent Member, TPL-D (S) - Surat Company Level Forum
13. Ms. Bhargavi Joshi, Independent Member, GIFT PCL - GIFT City Company Level Forum
14. Shri N.H. Dave, Independent Member, AIVPL - Pipaliya Company Level Forum
15. Shri R.I. Jadav, Independent Member, JIL - Vilayat Company Level Forums
16. Shri N.K. Madrasi, Representative of Consumer, DGVCL - Surat Company Level Forum
17. Shri K.B. Dhebar, Representative of Consumer, MGVCL - Vadodara Company Level Forum
18. Shri M.R. Makadia, Representative of Consumer, PGVCL - Rajkot Company Level Forum
19. Shri S.A. Patel, Representative of Consumer, UGVCL - Mehsana Company Level Forum
20. Shri Vasant Suthar, Representative of Consumer, TPL-D (A) - Ahd. Company Level Forum
21. Prof. Varsha Shah, Representative of Consumer, TPL-D (S) - Surat Company Level Forum
22. Shri Gyan Chaudhary, Rep. of Consumer, GIFT PCL - GIFT City Company Level Forum
23. Shri M.P. Solanki, Representative of Consumer, AIVPL - Pipaliya Company Level Forum
24. Shri M.S. Prajapati, Representative of Prosumer, DGVCL - Surat Company Level Forum
25. Shri P.P. Barot, Representative of Prosumer, UGVCL - Mehsana Company Level Forum
26. Ms. Kaksha Panchal, Representative of Prosumer, TPL-D (A) - Ahd. Company Level Forum
27. Shri Shreyansh Shah, Rep. of Prosumer, GIFT PCL - GIFT City Company Level Forum
28. Shri N.T. Gamit, Finance/Accounts Member, DGVCL - Surat Company Level Forum

29. Shri N.R. Jangid, Finance/Accounts Member, MGVCL - Vadodara Company Level Forum
30. Shri D.J. Lakhani, Finance/Accounts Member, PGVCL - Rajkot Company Level Forum
31. Shri B.D. Mori, Finance/Accounts Member, UGVCL - Mehsana Company Level Forum
32. Shri Kaushil Mehta, Fin./Acc. Member, TPL-D (A) - Ahd. Company Level Forum
33. Shri Mahendra Joshi, Fin./Acc. Member, TPL-D - Surat & Dahej Company Level Forums
34. Shri K.M. Pancholi, Fin./Acc. Member, GIFT PCL - GIFT City Company Level Forum
35. Shri Rajneesh Pandey, Fin./Acc. Member, AIVPL - Pipaliya Company Level Forum
36. Shri Kunal Shah, Fin./Acc. Member, JIL - Vilayat Company Level Forum
37. Shri R.M. Parmar, Convener, DGVCL - Surat Company Level Forum
38. Shri H.R. Shah, Convener, MGVCL - Vadodara Company Level Forum
39. Shri R.N. Mandani, Convener, PGVCL - Rajkot Company Level Forum
40. Ms. Urvashi Parmar, Convener, UGVCL - Mehsana Company Level Forum
41. Ms. Jyoti Shah, Convener, TPL-D (A) - Ahmedabad Company Level Forum
42. Ms. Seema Parikh, Convener, TPL-D (S) - Surat Company Level Forum
43. Shri Rajnikant Bharatiya, Convener, TPL-D (D) - Dahej Company Level Forum
44. Shri Abhay Kardani, Convener, MUL - Mundra Company Level Forum
45. Shri Rakesh Inala, Convener, GIFT PCL - GIFT City Company Level Forum
46. Shri Jalpesh Panchal, Convener, AIVPL - Pipaliya Company Level Forum
47. Shri M.U. Dave, Junior Assistant, Electricity Ombudsman Office, Ahmedabad
48. Shri P.H. Ashiyani, Junior Assistant, Electricity Ombudsman Office, Rajkot

Grievances redressed by CGRFs during FY 2024-25

CGRF	Grievances pending at the end of previous Year	Grievances received during the Year	Total Grievances	Grievances redressed during the Year	Balance Grievances to be attended	Grievances successfully redressed during the Year			Number of cases redressed in favour of the Licensee	Number of cases redressed in favour of the Consumers	Others	No. of sittings
	1	2	3=1+2	4	5=3-4	Within 30 days	After 30 days	Total				
DGVCL Surat	4	56	60	55	5	35	20	55	15	32	8	24
DGVCL Valsad	2	14	16	15	1	14	1	15	4	5	6	9
MGVCL Vadodara	0	43	43	43	0	43	0	43	13	30	0	12
MGVCL Godhra	2	32	34	32	2	32	0	32	5	26	1	11
PGVCL Rajkot	4	57	61	50	11	10	40	50	22	23	5	14
PGVCL Bhavnagar	12	138	150	129	21	41	88	129	54	47	28	40
PGVCL Bhuj	4	26	30	25	5	12	13	25	15	10	0	10
PGVCL Junagadh	11	54	65	53	12	23	30	53	23	24	6	15
UGVCL Mehsana	0	25	25	25	0	15	10	25	13	12	0	11
UGVCL Ahd.	4	41	45	43	2	33	10	43	17	19	7	22
TPL-D Ahmedabad	2	23	25	24	1	15	9	24	18	0	6	43
TPL-D Surat	0	29	29	28	1	18	10	28	18	1	9	48
TPL-D Dahej	0	0	0	0	0	0	0	0	0	0	0	11
Total	45	538	583	522	61	291	231	522	217	229	76	270

Types of grievances redressed by the CGRF during FY 2024-25

CGRF	Delay in restoring supply	Quality of supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
DGVCL Surat	0	5	2	11	0	37	55
DGVCL Valsad	0	1	2	5	0	7	15
MGVCL Vadodara	3	1	0	25	1	13	43
MGVCL Godhra	0	0	0	20	5	7	32
PGVCL Rajkot	0	1	7	23	19	0	50
PGVCL Bhavnagar	0	9	10	52	16	42	129
PGVCL Bhuj	2	1	6	9	0	7	25
PGVCL Junagadh	0	4	0	25	7	17	53
UGVCL Mehsana	1	1	5	7	0	11	25
UGVCL Ahmedabad	1	3	0	31	0	8	43
TPL-D Ahmedabad	0	1	0	2	0	21	24
TPL-D Surat	0	4	3	0	1	20	28
TPL-D Dahej	0	0	0	0	0	0	0
Total	7	31	35	210	49	190	522

Grievances redressed by CGRFs during FY 2025-26 (Q-1 & Q-2)

CGRF	Grievances pending at the end of previous Year	Grievances received during the Year	Total Grievances	Grievances redressed during the Year	Balance Grievances to be attended	Grievances successfully redressed during the Year			Grievances pending for more than 30 days	Number of cases redressed in favour of the Licensee	Number of cases redressed in favour of the Consumers	Others	No. of sittings
	1	2	3=1+2	4	5=3-4	Within 30 days	After 30 days	Total					
DGVCL - Surat Corporate	5	25	30	29	1	15	14	29	0	7	6	16	8
DGVCL - Valsad Circle	1	9	10	9	1	8	1	9	1	2	7	0	3
MGVCL - Vadodara Corporate	0	26	26	26	0	26	0	26	0	8	18	0	5
MGVCL - Baroda O&M Circle	0	1	1	1	0	1	0	1	0	0	0	1	1
MGVCL - Baroda City Circle	0	49	49	49	0	48	1	49	2	48	1	0	1
MGVCL - Anand Circle	0	7	7	7	0	7	0	7	0	0	0	7	0
MGVCL - Nadiad Circle	0	5	5	4	1	4	0	4	0	0	4	0	4
MGVCL - Godhra Circle	2	15	17	17	0	17	0	17	0	0	15	2	5
PGVCL - Rajkot Corporate	11	31	42	39	3	1	38	39	8	15	6	18	6
PGVCL - Rajkot City Circle	0	9	9	8	1	4	4	8	1	3	0	5	2
PGVCL - Rajkot Rural Circle	0	3	3	2	1	1	1	2	0	0	0	2	0
PGVCL - Morbi Circle	0	0	0	0	0	0	0	0	0	0	0	0	0

CGRF	Grievances pending at the end of previous Year	Grievances received during the Year	Total Grievances	Grievances redressed during the Year	Balance Grievances to be attended	Grievances successfully redressed during the Year			Grievances pending for more than 30 days	Number of cases redressed in favour of the Licensee	Number of cases redressed in favour of the Consumers	Others	No. of sittings
	1	2	3=1+2	4	5=3-4	Within 30 days	After 30 days	Total					
PGVCL - Junagadh Circle	12	17	29	29	0	19	10	29	0	6	21	2	7
PGVCL - Porbandar Circle	0	1	1	1	0	1	0	1	0	0	1	0	2
PGVCL - Jamnagar Circle	0	12	12	5	7	1	4	5	4	1	2	2	1
PGVCL - Anjar Circle	0	0	0	0	0	0	0	0	0	0	0	0	0
PGVCL - Bhuj Circle	5	8	13	13	0	6	7	13	3	4	8	1	5
PGVCL - Amreli Circle	4	1	5	2	3	0	2	2	3	2	0	0	2
PGVCL - Bhavnagar Circle	10	39	49	34	15	0	34	34	17	6	20	8	7
PGVCL - Botad Circle	4	5	9	8	1	1	7	8	1	1	4	3	2
PGVCL - Surendranagar Circle	3	12	15	1	14	1	0	1	0	1	0	0	1
UGVCL - Mehsana Corporate	0	15	15	15	0	13	2	15	0	5	10	0	6
UGVCL - Mehsana Circle	0	4	4	4	0	4	0	4	0	3	1	0	3
UGVCL - Sabarmati Circle	0	1	1	1	0	1	0	1	0	0	1	0	1
UGVCL - Palanpur Circle	3	20	23	23	0	18	5	23	0	2	0	21	3
UGVCL - Himmatnagar Circle	1	30	31	31	0	22	9	31	0	7	21	3	5

CGRF	Grievances pending at the end of previous Year	Grievances received during the Year	Total Grievances	Grievances redressed during the Year	Balance Grievances to be attended	Grievances successfully redressed during the Year			Grievances pending for more than 30 days	Number of cases redressed in favour of the Licensee	Number of cases redressed in favour of the Consumers	Others	No. of sittings
	1	2	3=1+2	4	5=3-4	Within 30 days	After 30 days	Total					
TPL-D (A) - Ahmedabad Corporate	1	6	7	6	1	5	1	6	0	5	0	1	25
TPL-D (A) - Ahmedabad East Circle	0	0	0	0	0	0	0	0	0	0	0	0	2
TPL-D (A) - Ahmedabad West Circle	0	0	0	0	0	0	0	0	0	0	0	0	2
TPL-D (A) - Gandhinagar Circle	0	0	0	0	0	0	0	0	0	0	0	0	1
TPL-D (S) - Surat Corporate	1	4	5	5	0	5	0	5	0	4	0	1	26
TPL-D (D) - Dahej Corporate	0	0	0	0	0	0	0	0	0	0	0	0	6
MUL - Mundra Corporate	0	0	0	0	0	0	0	0	0	0	0	0	3
GIFT PCL - GIFT City Corporate	0	0	0	0	0	0	0	0	0	0	0	0	1
AIVPL - Pipaliya Corporate	0	0	0	0	0	0	0	0	0	0	0	0	0
JIL - Vilayat Corporate	0	0	0	0	0	0	0	0	0	0	0	0	2
Total	63	355	418	369	49	229	140	369	40	130	146	93	148

Types of grievances redressed by the CGRF during FY 2025-26 – Q1 & Q2

CGRF	Delay in restoring supply	Quality of supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
DGVCL - Surat Corporate	0	4	8	5	0	12	29
DGVCL - Surat City Circle	0	0	0	0	0	0	0
DGVCL - Surat Rural Circle	0	0	0	0	0	0	0
DGVCL - Bharuch Circle	0	0	0	0	0	0	0
DGVCL - Valsad Circle	0	0	0	7	0	2	9
MGVCL - Vadodara Corporate	0	0	0	20	0	6	26
MGVCL - Baroda O&M Circle	0	0	0	0	0	1	1
MGVCL - Baroda City Circle	0	8	3	9	1	28	49
MGVCL - Anand Circle	1	1	2	3	0	0	7
MGVCL - Nadiad Circle	0	1	0	2	0	1	4
MGVCL - Godhra Circle	2	2	1	1	0	11	17
PGVCL - Rajkot Corporate	0	0	0	25	14	0	39
PGVCL - Rajkot City Circle	0	1	1	2	4	0	8
PGVCL - Rajkot Rural Circle	0	0	0	1	1	0	2
PGVCL - Morbi Circle	0	0	0	0	0	0	0
PGVCL - Junagadh Circle	0	0	0	12	8	9	29
PGVCL - Porbandar Circle	0	0	0	0	0	1	1
PGVCL - Jamnagar Circle	0	0	0	0	0	5	5
PGVCL - Anjar Circle	0	0	0	0	0	0	0
PGVCL - Bhuj Circle	1	0	3	5	0	4	13
PGVCL - Amreli Circle	0	0	0	2	0	0	2
PGVCL - Bhavnagar Circle	5	1	1	10	4	13	34
PGVCL - Botad Circle	0	3	0	5	0	0	8

CGRF	Delay in restoring supply	Quality of supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
PGVCL - Surendranagar Circle	0	0	0	1	0	0	1
UGVCL - Mehsana Corporate	0	0	0	13	0	2	15
UGVCL - Mehsana Circle	0	0	0	4	0	0	4
UGVCL - Sabarmati Circle	0	0	0	0	0	1	1
UGVCL - Palanpur Circle	2	10	2	3	2	4	23
UGVCL - Himmatnagar Circle	0	3	2	9	7	10	31
TPL-D (A) - Ahmedabad Corporate	0	0	0	1	0	5	6
TPL-D (A) - Ahd. East Circle	0	0	0	0	0	0	0
TPL-D (A) - Ahd. West Circle	0	0	0	0	0	0	0
TPL-D (A) - Gandhinagar Circle	0	0	0	0	0	0	0
TPL-D (S) - Surat Corporate	0	0	0	1	0	4	5
TPL-D (D) - Dahej Corporate	0	0	0	0	0	0	0
MUL - Mundra Corporate	0	0	0	0	0	0	0
DPA - New Kandla Corporate	0	0	0	0	0	0	0
GIFT PCL - GIFT City Corporate	0	0	0	0	0	0	0
AIVPL - Pipaliya Corporate	0	0	0	0	0	0	0
JIL - Vilayat Corporate	0	0	0	0	0	0	0
Total	11	34	23	141	41	119	369

Number of sittings of CGRF during FY 2025-26 – Q1 & Q2

CGRF	No. of sittings in the quarter	No. of sittings attended by Chairperson	No. of sittings attended by Independent Member	No. of sittings attended by Representative of Consumers	No. of sittings attended by Representative of Prosumers	No. of sittings attended by Finance / Accounts / Tech. Member
DGVCL - Surat Corporate	8	8	5	3	0	5
DGVCL - Surat City Circle	0	0	0	0	0	0
DGVCL - Surat Rural Circle	0	0	0	0	0	0
DGVCL - Bharuch Circle	0	0	0	0	0	0
DGVCL - Valsad Circle	3	3	3	0	0	3
MGVCL - Vadodara Corporate	5	5	5	5	5	5
MGVCL - Baroda O&M Circle	1	1	1	1	1	1
MGVCL - Baroda City Circle	1	1	1	1	1	1
MGVCL - Anand Circle	0	0	0	0	0	0
MGVCL - Nadiad Circle	4	4	4	4	4	4
MGVCL - Godhra Circle	5	5	5	5	5	5
PGVCL - Rajkot Corporate	6	6	6	3	3	6
PGVCL - Rajkot City Circle	2	2	2	2	0	2
PGVCL - Rajkot Rural Circle	0	0	0	0	0	0
PGVCL - Morbi Circle	0	0	0	0	0	0
PGVCL - Junagadh Circle	7	7	7	0	1	5
PGVCL - Porbandar Circle	2	2	2	2	0	2
PGVCL - Jamnagar Circle	1	1	1	1	0	1
PGVCL - Anjar Circle	0	0	0	0	0	0
PGVCL - Bhuj Circle	5	5	5	1	0	4
PGVCL - Amreli Circle	2	2	2	2	0	2

CGRF	No. of sittings in the quarter	No. of sittings attended by Chairperson	No. of sittings attended by Independent Member	No. of sittings attended by Representative of Consumers	No. of sittings attended by Representative of Prosumers	No. of sittings attended by Finance / Accounts / Tech. Member
PGVCL - Bhavnagar Circle	7	7	7	2	1	7
PGVCL - Botad Circle	2	2	2	2	0	2
PGVCL - Surendranagar Circle	1	1	1	1	0	1
UGVCL - Mehsana Corporate	6	6	6	6	6	6
UGVCL - Mehsana Circle	3	3	3	3	3	3
UGVCL - Sabarmati Circle	1	1	1	1	1	1
UGVCL - Palanpur Circle	3	3	3	3	2	3
UGVCL - Himmatnagar Circle	5	5	5	4	1	5
TPL-D (A) - Ahmedabad Corporate	25	25	25	25	23	25
TPL-D (A) - Ahd. East Circle	2	2	2	2	2	2
TPL-D (A) - Ahd. West Circle	2	2	2	2	2	2
TPL-D (A) - Gandhinagar Circle	1	1	1	1	0	1
TPL-D (S) - Surat Corporate	26	26	26	26	11	26
TPL-D (D) - Dahej Corporate	6	6	6	6	6	6
MUL - Mundra Corporate	3	3	3	3	3	3
DPA - New Kandla Corporate	0	0	0	0	0	0
GIFT PCL - GIFT City Corporate	1	1	1	1	1	1
AIVPL - Pipaliya Corporate	0	0	0	0	0	0
JIL - Vilayat Corporate	2	2	2	2	2	2
Total	148	148	145	120	84	142

Appeals redressed by the Electricity Ombudsman - Ahmedabad during FY 2024-25

CGRF	Representation			Representations disposed of				Representations disposed of within 45 days	Representations disposed of after 45 days	No. of sittings in a Year	Pending at the end of the Year
	Pending at the start of the Year	Received during the Year	Total	In favour of Appellant	In favour of Licensee	Others	Total				
DGVCL Surat	2	13	15	2	5	6	13	9	4	13	2
DGVCL Valsad	0	0	0	0	0	0	0	0	0	0	0
MGVCL Vadodara	2	10	12	5	1	6	12	6	6	15	0
MGVCL Godhra	2	4	6	4	1	1	6	6	0	6	0
UGVCL Mehsana	0	5	5	0	3	1	4	2	2	4	1
UGVCL Ahmedabad	0	14	14	2	2	6	10	5	5	14	4
TPL-D Ahmedabad	1	17	18	2	6	6	14	6	8	17	4
TPL-D Surat	1	2	3	2	0	1	3	3	0	3	0
TPL-D Dahej	0	0	0	0	0	0	0	0	0	0	0
Total	8	65	73	17	18	27	62	37	25	72	11

Appeals redressed by the Electricity Ombudsman - Rajkot during FY 2024-25

CGRF	Representation			Representations disposed of				Representations disposed of within 45 days	Representations disposed of after 45 days	No. of sittings in a Year	Pending at the end of the Year
	Pending at the start of the Year	Received during the Year	Total	In favour of Appellant	In favour of Licensee	Others	Total				
PGVCL Rajkot	2	5	7	4	2	1	7	2	5	8	0
PGVCL Bhavnagar	3	18	21	5	10	4	19	8	11	23	2
PGVCL Bhuj	2	10	12	6	4	2	12	2	10	20	0
PGVCL Junagadh	0	9	9	4	3	2	9	5	4	13	0
Total	7	42	49	19	19	9	47	17	30	64	2

Annexure - 4

Appeals redressed by the Electricity Ombudsman - Ahmedabad during FY 2025-26 (Q-1 & Q-2)

CGRF	Representation			Representations disposed of				Representations disposed of within 45 days	Representations disposed of after 45 days	No. of sittings in a Year	Pending at the end of the Year
	Pending at the start of the Year	Received during the Year	Total	In favour of Appellant	In favour of Licensee	Others	Total				
DGVCL - Surat Corporate	2	2	4	0	2	2	4	2	2	4	0
DGVCL - Surat City Circle	0	0	0	0	0	0	0	0	0	0	0
DGVCL - Surat Rural Circle	0	0	0	0	0	0	0	0	0	0	0
DGVCL - Bharuch Circle	0	0	0	0	0	0	0	0	0	0	0
DGVCL - Valsad Circle	0	0	0	0	0	0	0	0	0	0	0
MGVCL - Vadodara Corporate	0	2	2	0	0	2	2	2	0	3	0
MGVCL - Baroda O&M Circle	0	0	0	0	0	0	0	0	0	0	0
MGVCL - Baroda City Circle	0	0	0	0	0	0	0	0	0	0	0
MGVCL - Anand Circle	0	0	0	0	0	0	0	0	0	0	0
MGVCL - Nadiad Circle	0	0	0	0	0	0	0	0	0	0	0
MGVCL - Godhra Circle	0	1	1	1	0	0	1	1	0	1	0
UGVCL - Mehsana Corporate	0	2	2	0	2	0	2	2	0	2	0
UGVCL - Mehsana Circle	1	1	2	2	0	0	2	2	0	2	0
UGVCL - Sabarmati Circle	4	0	4	0	0	4	4	3	1	3	0

CGRF	Representation			Representations disposed of				Representations disposed of within 45 days	Representations disposed of after 45 days	No. of sittings in a Year	Pending at the end of the Year
	Pending at the start of the Year	Received during the Year	Total	In favour of Appellant	In favour of Licensee	Others	Total				
UGVCL - Palanpur Circle	0	0	0	0	0	0	0	0	0	0	0
UGVCL - Himmatnagar Circle	0	0	0	0	0	0	0	0	0	0	0
TPL-D (A) - Ahmedabad Corporate	4	2	6	0	4	2	6	4	2	8	0
TPL-D (A) - Ahmedabad East Circle	0	0	0	0	0	0	0	0	0	0	0
TPL-D (A) - Ahmedabad West Circle	0	0	0	0	0	0	0	0	0	0	0
TPL-D (A) - Gandhinagar Circle	0	0	0	0	0	0	0	0	0	0	0
TPL-D (S) - Surat Corporate	0	3	3	3	0	0	3	3	0	3	0
TPL-D (D) - Dahej Corporate	0	0	0	0	0	0	0	0	0	0	0
MUL - Mundra Corporate	0	0	0	0	0	0	0	0	0	0	0
DPA - New Kandla Corporate	0	0	0	0	0	0	0	0	0	0	0
GIFT PCL - GIFT City Corporate	0	0	0	0	0	0	0	0	0	0	0
AIVPL - Pipaliya Corporate	0	0	0	0	0	0	0	0	0	0	0
JIL - Vilayat Corporate	0	0	0	0	0	0	0	0	0	0	0
Total	11	13	24	6	8	10	24	19	5	26	0

Appeals redressed by the Electricity Ombudsman - Rajkot during FY 2025-26 (Q-1 & Q-2)

CGRF	Representation			Representations disposed of				Representations disposed of within 45 days	Representations disposed of after 45 days	No. of sittings in a Year	Pending at the end of the Year
	Pending at the start of the Year	Received during the Year	Total	In favour of Appellant	In favour of Licensee	Others	Total				
PGVCL - Rajkot Corporate	0	9	9	0	3	1	4	4	0	4	5
PGVCL - Rajkot City Circle	0	0	0	0	0	0	0	0	0	0	0
PGVCL - Rajkot Rural Circle	0	0	0	0	0	0	0	0	0	0	0
PGVCL - Morbi Circle	0	0	0	0	0	0	0	0	0	0	0
PGVCL - Junagadh Circle	0	2	2	0	0	2	2	1	1	3	0
PGVCL - Porbandar Circle	0	0	0	0	0	0	0	0	0	0	0
PGVCL - Jamnagar Circle	0	3	3	0	2	1	3	1	2	3	0
PGVCL - Anjar Circle	0	0	0	0	0	0	0	0	0	0	0
PGVCL - Bhuj Circle	0	0	0	0	0	0	0	0	0	0	0
PGVCL - Amreli Circle	0	1	1	1	0	0	1	0	1	0	0
PGVCL - Bhavnagar Circle	2	1	3	1	1	1	3	1	2	5	0
PGVCL - Botad Circle	0	1	1	1	0	0	1	1	0	1	0
PGVCL - Surendranagar Circle	0	0	0	0	0	0	0	0	0	0	0
Total	2	17	19	3	6	5	14	8	6	16	5



MADHYA GUJARAT VIJ COMPANY LTD., VADODARA

**Consumer Grievances Redressal Forum - MGVCL,
Vadodara**

**Performance Review Meeting of Consumer Grievances Redressal Forums and
Ombudsman, Gujarat State**

Arranged by

Hon'ble Gujarat Electricity Regulatory Commission

Date: 19.01.2026

Place : Gandhinagar



MADHYA GUJARAT VIJ COMPANY LTD., VADODARA

Consumer Grievances Redressal Forum - MGVCL,
Vadodara

Welcomes Dignitaries of Hon'ble Gujarat Electricity Regulatory Commission,

Ombudsman, Chairperson & Members of Forums of the state



MADHYA GUJARAT VIJ COMPANY LTD., VADODARA

Consumer Grievances Redressal Forum - MGVCL,
Vadodara

Registered & Corporate Office,

Madhya Gujarat Vij Company Ltd.,
Sardar Patel Vidyut Bhavan, Race Course,
Vadodara 390007

E-mail: eerc.mgvcl@gebmail.com



Consumer Grievances Redressal Forum – MGVCL, Vadodara

QUORAM	NAME
Chairperson	Shri P. C. Patel, ACE (RA&C), MGVCL, Vadodara
Finance Member	Shri Neeraj Jangid, I/c CFM, MGVCL, Vadodara
Independent Member	Shri Sajjansinh A Padwal
Representative of Consumer	Shri K.B. Dhebar
Representative of Prosumer	Shri M.M. Piprotar

Case Study

► **CGRF Complaint No. MG-II-17 to 22-2025-26**

► **Nature of Grievance :** Non-grant of electricity connections in individual name

► **Applicant :**

1. Shri Maheshbhai G Shah, 2nd Floor, Unit No. 1 - 21, Shivalik, Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara

2. Shri Maheshbhai G Shah, 4th Floor, Unit No. 22 - 42, Shivalik Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara

3. Shri Nisarg M Shah, 2nd Floor, Unit No. 22 - 2, Shivalik Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara

4. Shri Nisarg M Shah, 4th Floor, Unit No. 1 to 21, Shivalik Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara

5. Shri Mrunali M Shah, 3rd Floor, Unit No. 22 to 42, Shivalik Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara

6. Shri Dhruvat N Shah, 3rd Floor, Unit No. 1 to 21, Shivalik Palace, Village: Limbda, Tal: Waghodia, Dist: Vadodara

V/S

► **Respondent :** Deputy Engineer, MGVCL, Khatamba Sdn.

► **Case registered :** Dtd.21.08.2025

► **Case heard :** Dtd.26.08.2025

► **Forum order :** Dtd.18.09.2025

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Complainant's representation

- ▶ All the six applicants have submitted separate Vera Paavti (Property Tax paid certificate) to demonstrate separate legal entities, with the applications for separate individual LTMD connection each of 80 KW.
- ▶ MGVCL has neither granted new connections against these applications nor given any reply in the matter.
- ▶ MGVCL Khatamba Sub Division may be directed to grant individual electricity connections to the applicants for the different Units in Shivalika Palace as specified in the application

Respondent's representation

- ▶ Pursuant to the cancellation of the above six applicants, the representative were given clarification on the observation by Corporate Office and given guidance for way forward to get new electricity connections in the said premises.
- ▶ Thereafter, following new applications are registered at Khatamba Subdivision for electricity connection in Shivalika Palace.
 - (a) On 23.08.2025, Shri Mayur Pravinbhai Jikarda has applied for 100 KW LTMD connection for Royal Castle Hostel on the 4th Floor of Shivalika Palace, Unit No. 402 to 420 & 423 to 441.
 - (b) On 25.08.2025, Shri Harsh Virenbhai Rupani has applied for 130 KW LTMD connection for Code & Co on the 2nd & 3rd Floor of Shivalika Palace, Unit No. 202 to 220, 223 to 241, 302 to 320 & 323 to 341.
 - (c) The representative of complainants was asked about the above development and confirmed regarding the new applications made and submitted Index-2 of the Registered Lease Deeds dated 21.07.2025 & 30.07.2025 respectively in favour of

- 
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- i. Code & Co, represented by Partners Shri Vohra Afzal Rashidbhai and Shri Rupani Harsh Virenbhai for the 2nd & 3rd Floor of Shivalika Palace, Unit No. 202 to 220, 223 to 241, 302 to 320 & 323 to 341 and
 - ii. Royal Castle Hostel by Sadguru Corporation Proprieter Shri Mayur Pravinbhai Jikarda for the 4th floor of Shivalika Palace, Unit No. 402 to 420 & 423 to 441
- (d) The above applications are in process and under approval with competent authority of MGVCL.



Forum's Findings

- ▶ The premises where six electricity connections were sought by the complainants on 2nd, 3rd, & 4th floor of Shivalik Palace is subsequently leased out to Royal Castle Hostel and Code & Co through Registered Lease Deed
- ▶ The above premises is being leased out in favour of third parties, who have applied for new electricity connections based on the Registered Lease Deed document Accordingly, the request of the complainants for granting electricity connections in their names at the same premises cannot be considered.



Final Order

- ▶ The Forum has come to the conclusion that,
 1. The request of the complainants for granting six individual LTMD connections cannot be considered
 2. Respondent MGVCL Khatamba Sub Division shall process the new applications for LT connections as per the provision of GERC Supply Code-2015 and SOP guidelines.
 3. With this Order, the consumer's representation / application stands disposed off.



Thank you

Consumer's Grievances Redressal Forum- Rajkot

Welcome to

Dignitaries of Hon'ble

**Gujarat Electricity Regulatory Commission,
Ombudsman, Chairperson and Members of
Forums of the state.**

Consumer's Grievances Redressal Forum- Rajkot

**Performance Review Meeting of
Consumer Grievances Redressal Forums of**

Gujarat State Arranged by Hon'ble

Gujarat Electricity Regulatory Commission

Date: 19.01.2026

Place: Gandhinagar

Consumer's Grievances Redressal Forum- Rajkot

PASCHIM GUJARAT VIJ COMPANY LIMITED

CIN: U40102GJ2003SGC042908

**Registered & Corporate Office,
"Paschim Gujarat Vij Seva Sadan"**

**Laxminagar, Off. Nana Mava Main Road
Rajkot – 360 004**

**Phone (0281) 2380425, 2380427
e-mail: forum.pgvcl@gebmail.com
website : www.pgvcl.com**

PUBLICITY OF FORUM

- **Display Board At Premises Of Corporate, Circle & Divisional Offices.**
- **Information At Overleaf Of Energy Bills.**
- **Details On DISCOM's Website.**
- **Consumer's Charter On DISCOM's Website.**

Consumer's Grievances Redressal Forum- Rajkot

List of Coram Members (Company Level)

Mr. K.B.Shah - Chairperson (Addl.Chief Engr. PGVCL)

Mr. V.P.Barot - Member Independent (Advocate)

Mr. D.J.Lakhani - Member Finance (CAO,PGVCL)

Mr. M.R.Makadia - Representative of Consumer

Mr. K.U.Chhaya - Representative of Prosumer

Mr. R.N.Mandani - DE & Convener (Company Level)

Case Study

CGRF Complaint No. : PG213 / 04/Q2/2025-26
Nature of Grievance : Estimated Related
Applicant : M/s. Indian Tiles Industries, Jamnagar
V/S
Respondent : The Executive Engineer, City-1 Division Office,
Jamnagar (Hapa S/Dn.)
Case Registered : 08-07-2025
Case Hiring schedule Date : 29-07-2025, 21-08-2025 and 09-09-2025
Case Heard : 09-09-2025
Forum Order : 22-09-2025
In Favor of : Consumer (Applicant)

Note : Applicant Not remain present 02 times as per Hiring schedule Date

Brief History of the Case

❖ Complainant Representation

- Applicant M/s. Indian Tiles Industries, having 41 KW LT connection consumer no: 85555015674 at Vill: shekhpat, Tal: Jamnagar under Hapa sub division.
- Applicant register application and New connection was demanded on dt.08.08.2019 and paid FQ amount ₹.372624 wide MR no: VW155573 on date:05/11/2019 against SR: 12410902. Line & transformer charges:243028 SD amount:129296 Agreement Fees:300 Total Amount Paid:372624 For non-agricultural land.
- As per applicant representation PGVCL JAMNAGAR has manipulated true meaning of circulars & policy of giving connection in outside gamtal and they forced applicants to pay full line charges instead of fixed charges.
- Applicant prayer for Connection is to be given by recovering only fixed charges described in GERC letter no: GERC/TECH/2014/1378 dt:24.6.2014. So only Rs.33100 (21000+1100 per KW) is to be recovered instead of Rs.243028 and demand a refund of Rs.209928.

Brief History of the Case

❖ Respondent 's Reply:

- અરજદારનું વીજજોડાણ ઇન્ડિયન ટાઈલ્સ ઇન્ડસ્ટ્રીઝ નામનું ગ્રાહક નં - ૮૫૫૫૫/૦૧૫૬૭/૪ થી ૪૧ કીલોનું ઓદ્યોગિક હેતુનું LTMD વીજજોડાણ હાપા પેટા વિભાગીય કચેરીના કાર્યક્ષેત્રમાં આવતા ગામ શેખપાટ ખાતે ચાલુ છે.
- અરજદાર દ્વારા સદરહું વીજજોડાણ મેળવવા માટેની અરજી એ-૧ ફોર્મ અને જરૂરી દસ્તાવેજીક પેપર્સ જેવાકે વેચાણ દસ્તાવેજ, બિન ખેતી હુકમ, રેશન કાર્ડ, ગ્રામ પંચાયતનો દાખલો, આધાર કાર્ડ, ભાગીદારી દસ્તાવેજ અને પીજીવીસીએલ દ્વારા માંગવામાં આવેલ બાંહેધરી ખત સાથે તા.૦૮-૦૮-૨૦૧૯ ના રોજ સંબંધિત પેટા વિભાગીય કચેરીમાં કરેલ.
- પીજીવીસીએલ દ્વારા જરૂરી સર્વેક્ષણ કરી સવાલવાળા વીજજોડાણ માટે ૦.૦૪૫ કિમીની HT લાઇન તથા ૬૩ KVA નું ટ્રાન્સફોર્મર જરૂરી હોય તેની દરખાસ્ત ગામતળ બહારના વિવિધ હેતુ માટેના સર્વગ્રાહી નીતિ અન્વયેના સરક્યુલર નં - GUVNL/TECH-2/2719 DT-30.01.2017 મુજબ તૈયાર કરી વિભાગીય કચેરી જામનગર શહેર-૧ મારફત વર્તુળ કચેરીને સાદર કરેલ અને વર્તુળ કચેરી જામનગર દ્વારા એડમિનિસ્ટ્રેટિવ એપ્રૂવલ પત્ર નં. JCO/TECH-2/ND/18-19/9964 DT.24.10.2019 મળ્યા બાદ પેટા વિભાગ દ્વારા અરજદારશ્રીને રૂ.૩૭૨૩૨૪.૦૦ નું અંદાજપત્ર જાવક નં. HSD/EST/TECH/REV/5298 DT:04.11.2019 થી પાઠવેલ હતું,

Brief History of the Case

❖ Respondent 's Reply:

- અરજદારને અપાયેલ રૂ.372324.00 નું અંદાજપત્ર તા.05.11.2019 ના રોજ તેઓ દ્વારા ભરપાઈ થતા જરૂરી લાઈનકામ પૂર્ણ કરી અરજદાર પાસેથી ટેસ્ટરીપોર્ટ મેળવી પેટા વિભાગ દ્વારા પ્રોજેક્ટ-૧૫ નંબર - ૭૧૫૮૪ તા.૦૬-૧૨-૨૦૧૯ ના રોજ મીટર લગાડી વીજજોડાણ રીલીઝ કરવામાં આવેલ હતું.
- આમ, અરજદારને જે તે સમયે તેઓના માંગવામાં આવેલ વીજજોડાણનું સ્થળ ગામતલ બહાર આવેલ હોય, કંપનીના પ્રવર્તમાન નિયમ મુજબ સર્વે કરી ઉપલી કચેરીની મંજૂરી મેળવી અને ત્યારબાદ તેની રકમ ભરપાઈ થતા સદર કનેક્શન ચાલુ કરેલ હોવાથી સદર અંદાજપત્રની ભરપાઈ કરેલ રકમ પરત મળવા પાત્ર નથી.

Brief History of the Case

❖ Forum Finding :

- અરજદારની રીફંડ અંગેની રજૂઆત માટે ફોરમ દ્વારા ગામતળ બહારના વિવિધ હેતુ માટેના સર્વગ્રાહી નીતિ અન્વયેના સરક્યુલર નં - GUVNL/TECH-2/2719 DT-30.01.2017 ના મુદ્દા નં - ૪ (૩) વંચાણે લેતા -૦૬ કીવો કરતા વધુ વીજમાંગ હોય અને અરજદાર સતત વીજ પુરવઠો મેળવવા ઇચ્છતા હોય તો થ્રી ફેઇઝ વીજ જોડાણ નજીકના જેજીવાય/અર્બન ફીડર પરથી વાસ્તવિક ખર્ચ વસુલીને લાગુ પડતા ટેરીફ આધારે રહેશે તેમ જણાવેલ છે, પરંતુ જીયુવીએનએલ દ્વારા જરૂરી સુધારા પત્ર નંબર : જીયુવીએનએલ/ટેક-૨/૧૦૮૫ તા.૦૧-૦૯-૧૭ માં નીચે મુજબ જણાવેલ છે.

“ગામતળની બહાર ખેતીની જમીનમાં વિવિધ હેતુ માટે ૨૪ કલાકના ફીડર પરથી વીજ જોડાણો આપવાની સર્વગ્રાહી નીતિ બનાવવાનો સરકારશ્રીનો મૂળભૂત હેતુ ખેતીની જમીન બિનખેતી કરાવ્યા સિવાય એગ્રોબેઝ ઇન્ડસ્ટ્રીઝ તથા ખેતી સંલગ્ન લઘુ ઉદ્યોગોને ૨૪ કલાક વીજ પુરવઠો પૂરો પાડી આવા ઉદ્યોગોને પ્રોત્સાહન આપવાનો છે. આથી, આ ઠરાવના મુદ્દા ક્રમાંક: ૩, ૪ અને ૫ અંતર્ગત અરજદાર ૨૪ કલાકના ફીડર પરથી વીજ જોડાણ મેળવવા અરજી કરે તો તેમણે વીજ જોડાણના વાસ્તવિક ખર્ચની રકમ ચૂકવવાની રહેશે. પરંતુ બિનખેતી કરાવેલ જમીનમાં સમાન પ્રકારની પ્રવૃત્તિઓ માટે અરજદાર ૨૪ કલાકના વીજ જોડાણ માટે અરજી કરે તો તેમની પાસેથી અગાઉના ધારાધોરણો અનુસાર ફીક્સ ચાર્જ વસુલવાની નીતિ ચાલુ રાખવાની રહેશે.”

Brief History of the Case

❖ Forum Order :

- ગ્રાહક દ્વારા બિનખેતી કરાયેલ જમીનમાં વીજજોડાણ માંગવામાં આવે તો ફિક્સ ચાર્જ ભરપાઈ કરવાનો રહે છે, જેથી પીજીવીસીએલ પક્ષકારને નિયમાધીન ફીક્સચાર્જની ગણતરી કરી અને અરજદાર દ્વારા ભરપાઈ કરવામાં આવેલ વાસ્તવિક ખર્ચની રકમ માંથી બાદ કરી વધારાની રકમ દિવસ-૧૫ માં ફોરમની જાણ હેઠળ રીફંડ કરવા માટે હુકમ કરવામાં આવેલ

❖ Implementation status :

- મેસર્સ ઇન્ડિયન ટાઈલ્સ ઇન્ડ. કેસ નંબર PGVCL/CGRF/PG-213/04/QA-2/25-26/2853-1 ના ફોરમ દ્વારા કરેલ હુકમ મુજબ ગ્રાહકને તારીખ 16.10.2025 ના રોજ રૂ.૨૩૦૨૬૬/- રીફંડ કરી આપવામાં આવેલ છે.

Consumer's Grievance Redressal Forum- Rajkot

THANK YOU

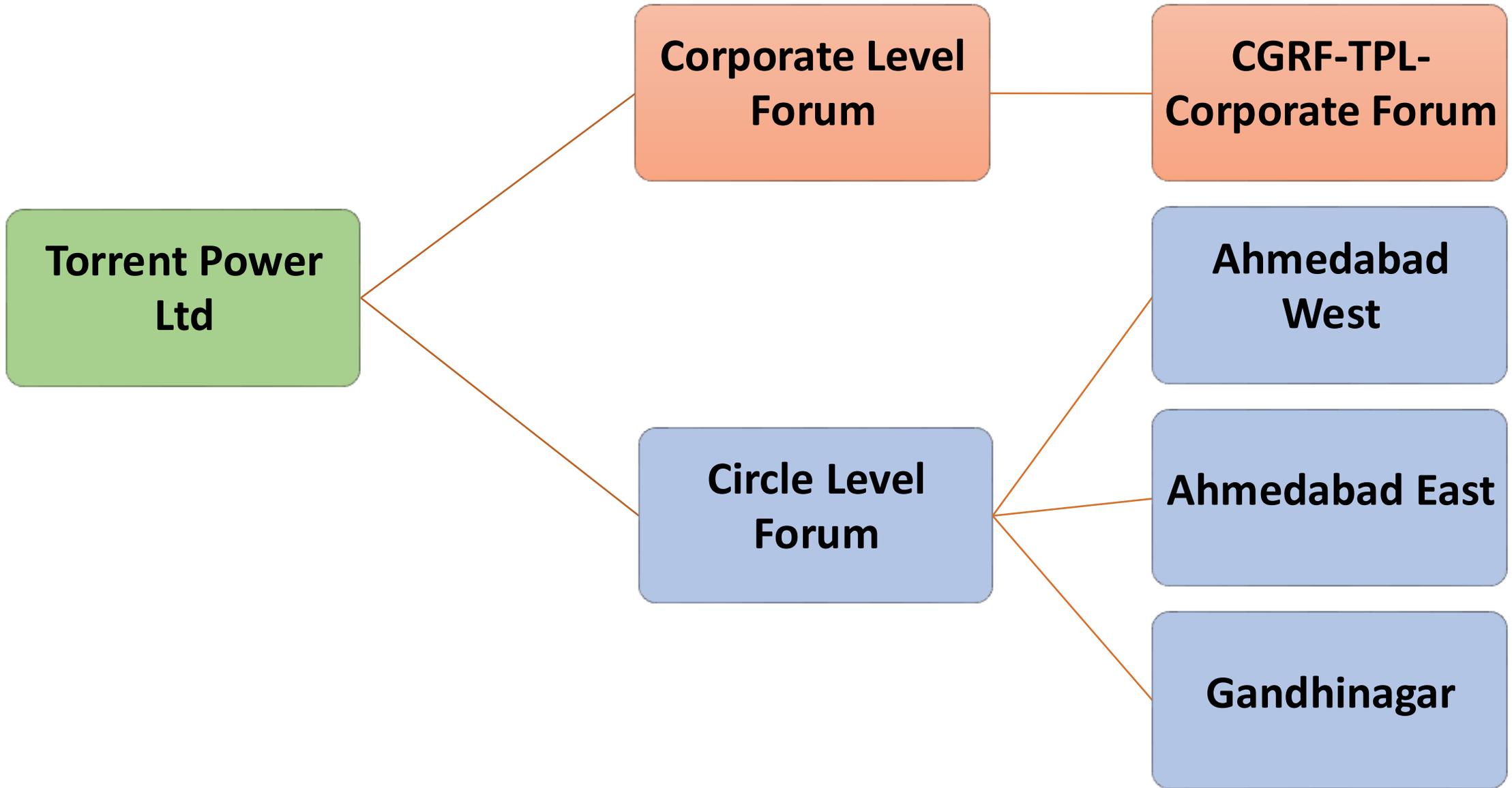
Consumer Grievance Redressal Forum

Torrent Power Limited - Ahmedabad

26th Meeting to Review the Performance of CGRFs & Ombudsman



New CGRFs Formation [11th February 2025]

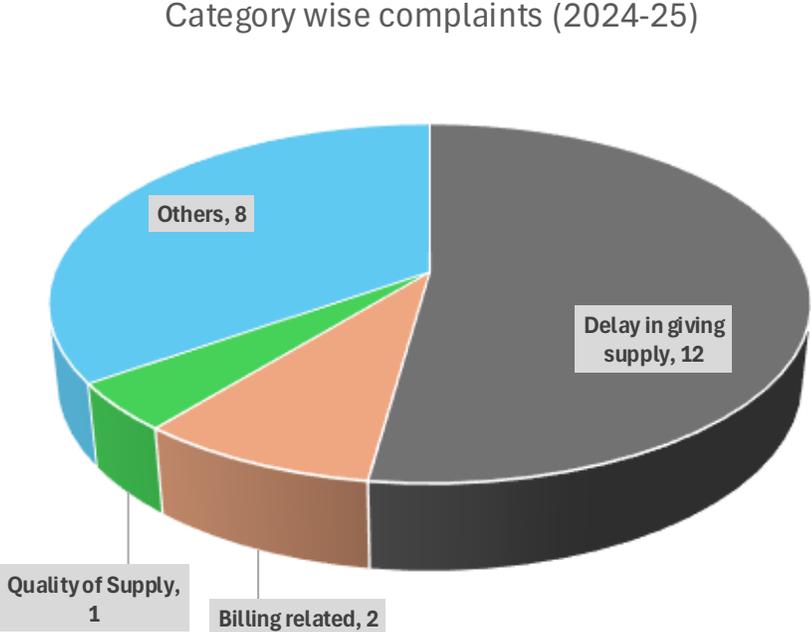
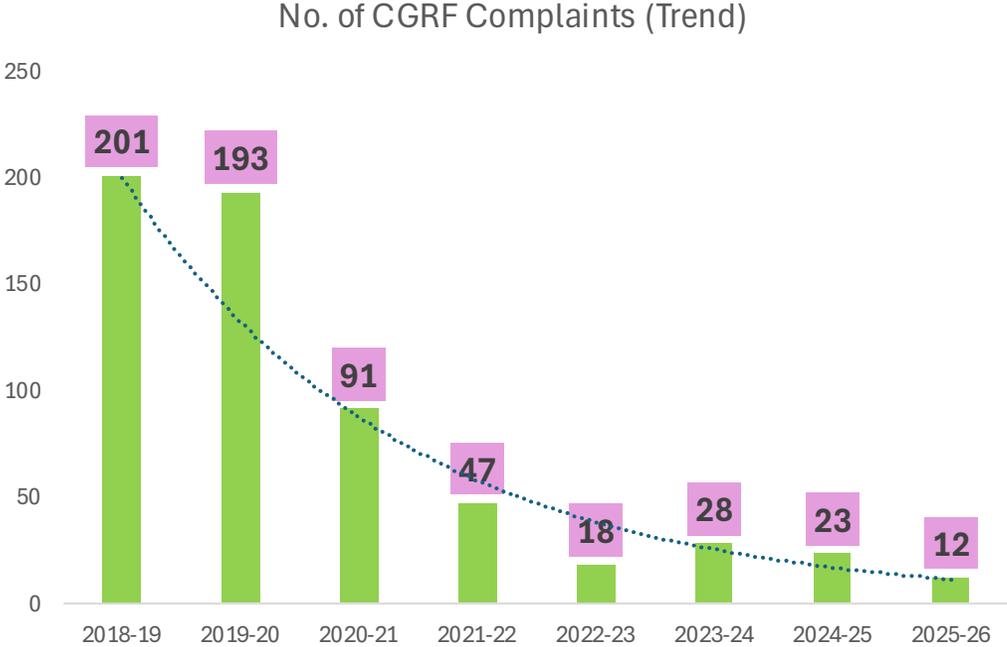


New CGRF - Members

CGRF Member	CGRF - Corporate
Chairperson	Mr. Bidhan Shah - Vice President- TPL-Distribution
Independent Member	Mr. Avinash K. Gupta – Retd District Judge
Representative of Consumer	Mr. Vasant Suthar – Retd Electrical Inspector
Representative of Prosumer	Ms. Kaksha Panchal – Retd MGVCL Officer
Finance Member	Mr. Kaushil Mehta – AGM- Finance



CGRF Complaint Trend



Grievance Redressal Remedies by TPL- CGRF:

- Focus on Customer centric Approach, not just compliance of regulations.
- Faster and amicable dispute resolution.
- Multiple & Easy Access for approaching CGRF, customer guided clearly after complaint registered.
- End to end complaint tracking
- Comprehensive & clear CGRF order coving all aspects with due diligence.



Case Study – Sunilkumar Pal Vs TPL

Complainant	Mr. Sunilkumar Pal / Mr. Gopi Patel
Complaint No.	C/01/2025-26
CGRF Registered Date	19/04/2025
Category of Complaint	Billing Problems
Customer Category	LT- Industrial
Complaint pertaining to	Excessive billing
Disputed Amount	89420 (Nov-24) & 87203 (Mar-25)
Approached	Corporate Forum
Number of hearing	2
Grievance redressed within 30 days	Yes



Case Study	Complainant Name: Mr. Sunil Pal/ Gopi Patel	Complaint No. C/01/2025-26
Case in Brief:	Applicable Clause: Supply Code 6.30, 6.37, 6.58	Type of Complaint: Excessive Billing/ High Consumption

Background:

The applicant is using electricity under Service No. 100576870 at an industrial shed in Vatva. The electric connection is in owner's name-Mr. Sunilkumar Pal, but the actual user is Mr. Gopi Patel who is a tenant of the said premises. In Sept-2024, the applicant requested for load reduction from 19.650 kW to 14.428 kW, which was released by TPL. Later, the consumer received excessive bill in-spite of lesser usage. Hence, approached CGRF.

Case Brief:

- The Complainant, Mr. Gopi Patel complained at CGRF- Corporate Forum regarding high consumption recorded in Service no. 100576870 of Nov-2024 and Mar-2025 and thereby disputing the bill sent by TPL for the said month.
- Complainant stated that despite reduction in sanctioned load/ usage, Complainant has received bill for 9403 units amounting Rs 89,420 for Nov-2024 (65 days).
- The Complainant claimed that his industrial activity was reduced, and his machinery was under repair in said period.
- The Complainant has contended that the TPL's laboratory had mentioned " Stop/ No display" on 10/12/2024 of the said disputed meter. Hence, he stated that the said disputed meter was faulty.
- He has also disputed Mar-2025 bill of 9116 units recorded in the new meter installed by TPL on 04/12/2024.



Case Study	Complainant Name: Mr. Sunil Pal/ Gopi Patel	Complaint No. C/01/2025-26
Case in Brief:	Applicable Clause: Supply Code 6.30, 6.37, 6.58	Type of Complaint: Excessive Billing/ High Consumption

TPL Submission

- TPL stated that as per applicant's request, load reduction request was processed; thereby billing cycle changed from monthly to bi-monthly.
- Disputed bill of Rs 89420/- constitutes of 3 days- LTMD category -299 units & for 62 days- LT category- 9104 units = 9403 units.
- On high consumption recorded, TPL proactively checked meter reading and also took MRI of the said meter. Such units were recorded in MRI. Hence, bill sent to consumer.
- Based on consumer request, the said meter was checked on-site in his presence where accuracy of the meter was found within permissible limits. However, further on consumer request, the said meter was box sealed and tested at laboratory and new meter was installed on consumer premises.
- On laboratory testing, No display was found. However, as per available MRI data, units were recorded and hence TPL found the said bill in line with recorded consumption.
- Consumer also disputed the new meter consumption to which meter testing was carried out during CGRF proceedings and the said meter was found in order.



Case Study	Complainant Name: Mr. Sunil Pal/ Gopi Patel	Complaint No. C/01/2025-26
Case in Brief:	Applicable Clause: Supply Code 6.30, 6.37, 6.58	Type of Complaint: Excessive Billing/ High Consumption

CGRF Observations & Final Order:

- CGRF has gone through the MRI data of both old and new meter installed at Complainant’s premises and found that load survey data show continuous consumption in line with meter reading recorded on-site.
- Complainant was billed based on actual meter reading in Nov-2024.
- However, as the Complainant was not given a chance of meter testing at laboratory, TPL sent revised bill giving credit of Rs. 9296 as per Clause 6.58 of Supply code guidelines based on succeeding 2 cycles. CGRF found such actions in line with regulatory provisions.
- In regards to present meter installed at Complainant’s premises, Appellant had disputed Mar’25 bill to which CGRF instructed TPL to test the said meter in Complainant’s presence and also take MRI.
- TPL submitted to CGRF that the accuracy of the said meter was within permissible limits. Also, TPL has provided option to check the said meter at Company’s laboratory or at third party meter testing laboratory if he is not satisfied with meter accuracy report. CGRF finds the action of TPL in line with Clause 6.30 & 6.37 of Supply Code-2015.



Case Study	Complainant Name: Mr. Sunil Pal/ Gopi Patel	Complaint No. C/01/2025-26
Case in Brief:	Applicable Clause: Supply Code 6.30, 6.37, 6.58	Type of Complaint: Excessive Billing/ High Consumption

Ombudsman Order:	Complaint No: 29/2025
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- Hon’ble Ombudsman has gone through the meter testing report, load survey data of old and new meter, reading captured by TPL and CGRF findings.
- Hence, concluded that the bill given to Appellant for Nov’24 and Mar’25 seems in line with the consumption recorded. The actions taken by TPL are in accordance with regulatory guidelines.
- During the hearing, Appellant was directed to submit the production data/ GST data to support his claim of excessive billing. Appellant had submitted the said data to Hon’ble Ombudsman however, Hon’ble Ombudsman does not find it correct.
- The bill given by TPL is based on the recorded consumption in the meter. Therefore, Appellant has to pay the remaining amount of the bill and clear the outstanding dues of TPL.
- Order passed by Corporate CGRF seems correct.

Key takeaway/Learning

- CGRF-TPL ensures that orders are passed within regulatory framework and also address customer’s concern through mediation
- There is no time-line defined in regulations for preserving such box sealed meters at Company's laboratory. If customer's does not turn up within a fixed timeline, Distribution Licensee has to preserve such meters for indefinite time. Therefore, the said clause amendment was taken up to the **ESCRP** and they have proposed amendment in Cl 6.30 of Supply Code.
- The Customer was given multiple opportunities to be heard during the proceedings, ensuring principles of natural justice.



Thank You..!!

