



Gujarat Electricity Regulatory Commission

6th Floor, GIFT ONE, Road 5-C, Zone 5, GIFT CITY,
Gandhinagar-382 355, GUJARAT, INDIA.
Ph. : +91-79-2360 2000 Fax : +91-79-2360 2054/55
E-mail : gerc@gercin.org Website : www.gercin.org

SPEED-POST

GERC/Tech-II/GRF/2/2024/ **No - 0840**

Date: __/05/2025

27 MAY 2025

To,
The Site Head (SEZ),
Jubilant Infrastructure Limited,
Plot No. 5, Vilayat GIDC,
Tal-Vagra,
Dist.- Bharuch-392012, Gujarat.

Sub.: Establishment of CGRFs as per GERC (CGRF & Ombudsman) (First Amendment) Regulations, 2023

Ref.: (i) GERC Letter No. GERC/Tech-II/GRF/2/2024/0269 dated 01.02.2024
(ii) GERC Letter No. GERC/Tech-II/GRF/2/2024/1641 dated 05.09.2024
(iii) JIL Letter dated 15.10.2024 and e-mail dated 11.12.2024

With reference to above, the Commission, vide letter dated 05.09.2024 has directed Jubilant Infrastructure Limited (JIL) to establish Consumer Grievance Redressal Forum (CGRF) in line with Clause 3 of the GERC (CGRF & Ombudsman) (First Amendment) Regulations, 2023 (Amendment Regulations).

As per the Amendment Regulations, the distribution licensee shall establish CGRF at Circle / Zonal level and at Corporate Office level.

In this regard, it is requested to expedite the process of appointment of members of forums and establishment of CGRFs as per GERC (CGRF & Ombudsman) (First Amendment) Regulations, 2023.

With Regards,


Director

Gujarat Electricity Regulatory Commission
Gandhinagar