

Name of Forum									
Madhya Gujarat Vij Company Limited, Corporate Office, Vadodara (Format I)									
Quarter 2nd July 21 to Sept 21									
Sr No.	Parameters	Delay in Restoring supply	Quality of Supply	Meter Problem	Billing Problem	Quality of service	Others	Total	
1	Grievances pending at end of previous quarter	0	0	0	2	0	0	2	
2	Grievances received during this quarter	0	0	0	1	0	1	2	
3	Total grievances (1 + 2)	0	0	0	3	0	1	4	
4	Grievances redressed during the quarter	0	0	0	2	0	1	3	
5	Balance Grievances to be attended (3-4)	0	0	0	1	0	0	1	
6	Grievances successfully redressed during the quarter.	a) Within 45 days	0	0	0	1	0	1	2
		b) After 45 days	0	0	0	1	0	0	1
		Total	0	0	0	2	0	1	3
7	Grievances in the process of redressal	0	0	0	0	0	0	0	
8	Grievances pending for more than 45 days	0	0	0	0	0	0	0	
9	Number of cases redressed in favour of licensee	3	0	0	2	0	1	3	
10	Number of cases redressed in favour of consumers	0							
11	Others								
12	Number of sitting in the quarter	1							
13	Number of sitting attended by Chairperson	1							
14	Number of sitting attended by Technical Member	1							
15	Number of sitting attended by Independent Member	1							

Name of Forum
Madhya Gujarat Vij Co Limited, Vadodara (Format II)
Quarter 2nd July 21 to Sept 21

Sr No.	Case No.	Name of Applicant with address	Subject of the case in brief	CGRF judgement No and Date	Order of CGRF in brief	Time period given in order for implementation	Whether Consumer approached the Electricity Ombudsman? Yes / No	Status of compliance on CGRF order (provide date of completion in case order is implemented)
1	MG-IV-25-2020-21	Thermax Limited Plot No.21/ 1,2,3 GIDC Manjusar, Tal: Savli Dist: Vadodara	Waive of additional bill	574 / 06.09.2021	bill issued by the respondent Executive Engineer of Baroda O & M Division of Madhya Gujarat Vij Co Limited, to the complainant M/s. Thermax Limited, Plot No.21/ 1,2,3 GIDC, Manjusar, Tal: Savli, Dist: Vadodara is in order.	30 days		
2	MG-I-04-2021-22	M/s. Nishant Organics P Ltd., At & Post: Dabhasa Tal: Padra, Dist: Vadodara	Supplementary bill dated 07.04.2020 amounting to Rs.20,42,719.96	562 / 12.08.2021	respondent MGVCCL is in order and balance outstanding amount to be recovered from the complainant M/s. Nishant Organics P Ltd., At & Post: Dabhasa, Tal: Padra, Dist: Vadodara	30 days	Yes	
3	MG-II-05-2021-22	Chandrakant R Shah 35, Amrapali Society Karelibaug, Vadodara	To show the outstanding amount in residence energy bill	573 / 06.09.2021	બને પક્ષકારોને સાક્ષીને જરૂરી સૂચનો અને GERC ના ઓડ, સરકારશ્રીની સૂચનાઓને ધ્યાનમાં રાખીને જરૂરી માહિતીનો જે તે સમયે, જરૂરિયાત પ્રમાણે ફેરફાર કરવા તથા વીજબિલમાં બાકીની રકમ વિષે વિસ્તૃત જાણકારી ગ્રાહક દ્વારા માંગવામાં આવે ત્યારે ઘોઈપણ ચાર્જ લીધા વગર વિગત પૂરી પાડવાનો હુકમ કરવામાં આવે છે	30 days		
4	MG-II-06-2021-22	Ghanshyambhai C Patel Village : Dabhasa Tal: Padra, Dist: Vadodara	Estimate issued under suomoto condition for HTP-I power supply in place of LTMD 100 KW connection for the year 2019-20 MD KW increased.		Forum will call the complainant for hearing in 2nd week of Oct 2021			

Madhya Gujarat Vij Co Limited, Corporate officer, Vadodara
Review Functioning of CGRF & Ombudsman - 2nd Qtr July 21 to Sept 2021

Sr. No.	Type of Complaints	Pending Complaints of previous quarter	Complaints received during this quarter	Total Complaints	No. of Complaints redressed during the period			
					In stipulated time	Beyond Stipulated time	Total	Balance complaints to be redressed
		(C)	(D)	(C+D)				
1	Incorrect Billing	2	1	3	1	1	2	1
2	Quality of Supply issues	0	0	0	0	0	0	0
3	Meter Related	0	0	0	0	0	0	0
4	New Connection	0	0	0	0	0	0	0
5	Disconnection of supply	0	0	0	0	0	0	0
6	Other issues	0	1	1	1	0	2	0
	Total	2	2	4	2	1	3	1

