

Name of Forum									
Madhya Gujarat Vij Company Limited, Corporate Office, Vadodara (Format I)									
Quarter 2nd July 23 to Sept 23 of FY 2023-24									
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	0	0	2	2	
2	Grievances received during this quarter	0	0	0	3	1	7	11	
3	Total grievances (1 + 2)	0	0	0	3	1	9	13	
4	Grievances redressed during the quarter	0	0	0	3	1	9	13	
5	Balance Grievances to be attended (3-4)	0	0	0	0	0	0	0	
6	Grievances successfully redressed during the quarter.	a) Within 30 days	0	0	0	3	1	9	13
		b) After 30 days	0	0	0	0	0	0	0
		Total	0	0	0	3	1	9	13
7	Grievances in the process of redressal								
8	Grievances pending for more than 30 days	0							
9	Number of cases redressed in favour of licensee	2							
10	Number of cases redressed in favour of consumers	11							
11	Others	0							
12	Number of sitting in the quarter	3							
13	Number of sitting attended by Chairperson	3							
14	Number of sitting attended by Technical Member	3							
15	Number of sitting attended by Independent Member	0							

Name of Forum
Madhya Gujarat Vij Co Limited, Vadodara (Format II)
Quarter 2nd July 23 to Sept 23 FY 2023-24

Sr No.	Case No.	Name of Applicant with address	Subject of the case in brief	CGRF Judgement 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-II-08-2023-24	M/s. S B Metal Industries 738, GIDC, Makarpura, Vadodara	Suomatu estimate for LT to HT, consumer No.14212/51099/5	109 / 17.08.2023	Appellant allowed to remain as LT Consumer by paying Minimum Charges of 2 years	Yes	No	
2	MG-II-09-2023-24	Shri Vikrambhai Prahladbhai Patel Village : Sumitra Tal: Sojitra, Dist: Anand	Bills issued under SKY scheme are not in line with Govt Resolution of Gujarat, Order made by GERC with own interpretation of own in respect of them and members of SKY Scheme for Trambavad feeder of Sojitra s/dn	131 / 13.09.2023	Respondent Sojitra Sdn ordered to provide Copy of triparty agreement & PPA to remaining consumers, To take up the matter with agency to resolve complaints, to provide legible copy of statement showing loan amount, net units injected, amount payable/recoverable, ftx charges etc. & to take action against agency as per AT terms.	Yes	No	
3	MG-II-10-2023-24	M/s. Blueivy Hospitality P Ltd., OPP: Parul Beauty Care 80 foot road, Anand	Estimate for regularization of load	127 / 11.09.2023	Estimate issued for conversion from LT to HT by respondent is in order as the demand of consumer has increased more than 4 times and it continued.	Yes	No	
4	MG-II-11-2023-24	M/s. Sheetal Electrical 74/B, GIDC, Vithal Udyognagar Dist: Anand 388 121	Estimate for regularization of load under suomatu.	123 / 05.09.2023	Appellant allowed to remain as LT Consumer by paying Minimum Charges of 2 years	Yes	No	
5	MG-II-12-2023-24	M/s. Smart Castings & Engineering Gana Mogri Road Swami Vivekanand Statue Mogri 388 345, Dist: Anand	Changing from LT to HT connection	124 / 05.09.2023	Appellant allowed to remain as LT Consumer by paying Minimum Charges of 2 years	Yes	No	
6	MG-II-13-2023-24	Shri Hitendra Bavatal Patel 2, Arhant Apartment Behind Badrinath Flat Ellora Park, Vadodera 390023 <u>Connection at:</u> Shop No.69, Atma Jyoti NagarSociety Ellora Park, Vadodara	Grant of new commercial connection at Shop No.69, Atma Jyoti NagarSociety Ellora Park, Vadodara	125 / 06.09.2023	Respondent has cancelled the application for new commercial connection on account of mismatch of the documents. Appellant directed to apply a fresh & Respondent is directed to take legal opinion in SCS No. 285of 1996 to process the application.	Yes	No	
7	MG-II-14-2023-24	M/s. Glasskem Equipments P Ltd., 44, Nilkanth Tenament OPP: Manglik Party Plot Anand 388 001	To cancel LT to HT connection - LTMD connection	126 / 06.09.2023	LT Consumer M/s Maa Shakti Cattle Feed may lodge their complain if they have any grivence with regard to LT to HT conversion. M/s Glasskem Equipments P Ltd is not the consumer of MGVCL.	Yes	No	
8	MG-II-15-2023-24	Shri Rakeshbhai Prabhudas Patel C-5, ShreejInagar Society 80 Fl Road, Anand	Additional bill given by MGVCL on the basis of Audit report.	139 / 29.09.2023	Additional bill issued by MGVCL, Anand South Sdn as per audit report is in order.	Yes	No	
9	MG-II-16-2023-24	M/s. Marvel Minerals & Microns Plot No.607, GIDC Waghodia, Dist: Vadodara	Merging of LT connections and not to avail HT connection.		Order under process & issued within one week	Yes	No	
10	MG-II-17-2023-24	Shri Niteshkumar Bhikhabhai Patel Aantarsumba Sandesha Feeder Sanchalan Samiti, Navo Patel Vado AT & Post: Aantarsumba Tal: Kapadwanj, Dist: Kheda	Complaint regarding bills issued under SKY scheme, maintenance of solar system & its equipments, eligible subsidy & agreement for Aantarsumba feeder for their SKY consumers		Order under process & issued within one week	Yes	No	
11	MG-II-18-2023-24	Shri Vithalbhai Ranchodbhai Patel Shiv Shakti Engineering On Kans, Mogri Gana Road Mogri, Dist: Anand	Changing from LT to HT connection		Order under process & issued within one week	Yes	No	

Madhya Gujarat Vij Co Limited, Corporate officer, Vadodara
Review Functioning of CGRF & Ombudsman - 2nd Qtr July 23 to Sept 2023

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	0	3	3	3	0	3	0
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	1	1	1	0	1	0
5	Disconnection of supply	0	0	0	0	0	0	0
6	Other issues	2	7	9	9	0	9	0
	Total	2	11	13	13	0	13	0

Pending complaints during last qtr i.e. Apr 23 to June 23 i.e. (1) Shri Narsinhbhai S Sakariya, Vadodara and (2) Jyotikaben K Patel C/o Shreya Gruh Udyog, Nadiad, have asked adjournment during hearing of 26.06.23. Form called these 2 nos of complainant on 25.07.2023 & order already issued to them on 17.08.2023

