

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

Name of Forum
Madhya Gujarat Vij Co Limited, Vadodara (Format II)
Quarter 3rd Oct 23 to Dec 23 of FY 2023-24

Sl No.	Case No.	Name of Applicant with address	Subject of the case in brief	CGRF Judgement and Date	No	Order of CGRF in brief	Time period given in order for implementation	Whether Consumer approached the Electricity Ombudsman? Yes / No	Status of compliance on the CGRF order (provide date of completion in case order is implemented)
1	MG-III-19-2023-24	M/s. Maa Shakti Cattlefeed 65, GIDC Sojitra, Dist: Anand	To cancel process of LT to HT suomotu & to reduce load in LTMD connection.	160 / 30.10.2023		Suomotu estimate for enhancement of Contract Demand from 98 KW to 144 KVA to be cancelled after receipt of payment of minimum charges for two years.	Yes	No	
2	MG-III-20-2023-24	Shri Ashokbhai Kanubhai Patel 11 KV Zanzad (Mota Fofadiya) Sky Feeder Sanchalan Samiti At & Post : Mota Fofadiya Tal: Sinor, Dist: Vadodara	Complaint regarding bills issued under SKY scheme, maintenance of solar system & its equipments, eligible subsidy & agreement for Zanzad (Mota Fofadiya) feeder for their SKY consumers	165 / 23.11.2023		a. As per terms of order, necessary steps for compensation to the complainant to be made by agency and necessary action to be taken by agency. B. If the applicant desire to remove their solar plant installed under SKY scheme, they may apply as per rules and regulations of the SKY Scheme. c. MGVCL Sinor s/dn will inform agency regarding deficiency observed in the solar plant of the consumer time to time to get resolve the issue.	Yes	NO	
3	MG-III-21-2023-24	M/s. Mil Laboratories P Ltd., Plot No.541, 567-568, GIDC Industrail Estate, At & Post : Alindra (Manjusar) Tal: Savli 391775, Dist: Vadodara	Estimate issued for LT to HT.			On payment of minimum charges for two years for the difference of load, suomotu estimate for enhancement of demand to be cancelled.	Yes		
4	MG-III-22-2023-24	M/s. Alembic Pharmaceuticals Ltd Alembic Road Vadodara 390003	Supplementary bill amounting to Rs.3,03,99,414.49 for their unit located at village Karkhad, Tal: Padra, Dist: Vadodara (HT consumer No.13515).	170 / 13.12.2023		a. Billing for merging of Contract Demand of 7725 KVA to be done from the date of NCLT order i.e. 29.08.2022. b. MGVCL Instructed to gross up losses as per terms of Tariff order 2022-23. c. Billing for 4000 KVA to be done at 11 KV voltage level and for excess 3725 KVA billing to be done as per EHT.	Yes	Yes	
5	MG-III-23-2023-24	M/s. Radical Industries Plot No.62 (Alindra) Savli, GIDC Industrial Estate Tal: Savli, Dist: Vadodara 391775	Suomotu estimate issued for LT to HT			Order pending.		No	
6	MG-III-24-2023-24	M/s. Ambika Plastics Vill: Rayantalavdi, Tal: Waghodiya Dist: Vadodara	Suomotu estimate issued for LT to HT	181 / 29.12.2023		Suomotu estimate for enhancement of Contract Demand from 100 KW to 121 KVA to be cancelled after receipt of payment of minimum charges for two years.	Yes	No	
7	MG-III-25-2023-24	Alnur Export Unit Mannat Cold Storage N H No.8, Village Gutal 387 370 Tal: Nadiad, Dist: Kheda	Demand Charges difference bill of Rs.3,76,246/- as per Government Audit			Complainant has asked for adjourment.	Yes	No	
8	MG-III-25-2023-24	M/s Varsha Plast 825, GIDC Makapura Vadodara	Suomotu estimate issued for LT			Estimate issued as per clause No.4.95 of GERC Supply Code 2015 is in order.	Yes	No	

Madhya Gujarat Vij Co Limited, Corporate officer, Vadodara
Review Functioning of CGRF & Ombudsman - 3rd Qtr October 23 to December 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	6	6	6	0	0	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	0	0
5	Disconnection of supply	0	0	0	0	0	0	0
6	Other issues	0	1	1	0	0	0	1
7	Total	0	8	8	7	0	0	1*

* Complainant Alnur Export Unit Mannat
Cold Storage, Nadiad, has asked for adjournment.

