

Name of Forum									
Madhya Gujarat Vij Company Limited, Corporate Office, Vadodara (Format I)									
Quarter 4th Jan 24 to Mar 24 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						1	1	
2	Grievances received during this quarter				9		1	10	
3	Total grievances (1 + 2)	0	0	0	9	0	2	11	
4	Grievances redressed during the quarter	0	0	0	9	0	2	11	
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	9	0	2	11
		b) After 30 days							0
		Total	0	0	0	9	0	2	11
7	Grievances in the process of redressal	0	0	0	0	0	0	0	
8	Grievances pending for more than 30 days	0	0	0	0	0	0	0	
9	Number of cases redressed in favour of licensee							3	
10	Number of cases redressed in favour of consumers							7	
11	Others							1	
12	Number of sitting in the quarter							2	
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	
	Note - Post of Independent Member is vacant since July'23								

Name of Forum
Madhya Gujarat VJ Co Limited, Vadodara (Format II)
Quarter 4th Jan 23 to Mar 23 of FY 2022-23

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-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		Two times, complainant has asked for adjournment.			
2	MG-IV-27-2023-24	Shri Virendrasinh V Parmar 16, Geetabaug Society OPP: Suvidha Shopping Center Paldi, Ahmedabad 380007	Suomotu estimate issued for LT to HT, consumer No.09570/00674/9 amounting to Rs.16,49,529/-	199 / 29.01.2024	On payment of minimum charges for two years for the difference of load, suomotu estimate for enhancement of demand to be cancelled.			
3	MG-IV-28-2023-24	Mitaben Vikrambhai Patel Behind Galaxy Petrol Pump Village : Sojitra, Tal: Sojitra Dist: Anand	Refund of excess Security Deposit, consumer No.04701/06225/1		One time, complainant has asked for adjournment.			
4	MG-IV-29-2023-24	M/s. Jagmag Plastic Industries Plot No.K1 884/2, Nr Ganesh Weight Bridge GIDC Makarpura, Vadodara 390010	Suomotu estimate issued for LT to HT, consumer No.14212/51379/0.	200 / 29.01.2024	On payment of minimum charges for two years for the difference of load, suomotu estimate for enhancement of demand to be cancelled.			
5	MG-IV-30-2023-24	M/s. Ganesh Industries Plot No.122/1, Patel Vago, Village : Alindra , Tal: Savli, Dist: Vadodara	Suomotu estimate issued for LT to HT, consumer No.19202/00352/1, Rs.11,00,381/-	201 / 29.01.2024	On payment of minimum charges for two years for the difference of load, suomotu estimate for enhancement of demand to be cancelled.			
6	MG-IV-31-2023-24	M/s. Hindalco Industries Limited At Plot No.187/P, 187/P/1/8/2 to 187/P/1/8/6 GIDC Estate Waghodiya, Village : Waghodiya, Dist: Vadodara	Extension of 90 days and waiver of fixed monthly charges to complete work (i.e. From 04.03.2024 to 04.06.2024)		Complainant has withdrawn their complaint on 27.03.2024 at the time of CGRF hearing			
7	MG-IV-32-2023-24	M/s. Kushal Ayurvedic Pharmacy Shed No.865 2 GIDC, Makarpura Road Vadodara	Refund of Security Deposit		case was heard on 27.03.2024 & CGRF Order under process			
8	MG-IV-33-2023-24	M/s. Forum Formulation P Ltd.,	Plot No.A 81 / 10 G I D C Makarpura, Vadodara 390 010		case was heard on 27.03.2024 & CGRF Order under process			
9	MG-IV-34-2023-24	Shri Chimanbhai Karamshibhai Patel	Madhuban, Manjipura Road Near India Timber, Village : Kamla (Part) Tal: Nadiad, Dist: Kheda		case was heard on 27.03.2024 & CGRF Order under process			
10	MG-IV-35-2023-24	M/s. Rohan Dyes & Intermediates Ltd (Unit - I)	Survey No.637/23/A/2/P Village : Kalamsar Tal: Khambhat, Dist: Anand		case was heard on 27.03.2024 & CGRF Order under process			
11	MG-IV-36-2023-24	M/s. Hariom Wooden Furniture	976/2 GIDC Makarpura, Vadodara 390 010		case was heard on 27.03.2024 & CGRF Order under process			

Madhya Gujarat Vij Co Limited, Corporate officer, Vadodara
Review Functioning of CGRF & Ombudsman - 4th Qtr Jan 24 to Mar 24

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	9	9	9	0	9	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	0	0	0	0	0	0
5	Disconnection of supply	0	1	1	1	0	1	0
6	Other issues	1	0	1	1	0	1	0
	Total	1	10	11	11	0	11	0