	Madhya Guiar	Name of Forum Madhya Gujarat Vij Company Limited, Corporate Office, Vadodara (Format I)									
-	madriya dujar	Quarter 1st i.e. A	inited, Cor ipr 24 to Ji	porate Of Ine 24 of F	fice, Vad Y 2024-2!	odara (Fo 5	rmat I)				
Sr No.	Parameters		Quality of	Meter	Billing Problem	Quality of service	of Others	Total			
1	Grievances pending at end of previou	0	0	0	0	0	0	0			
2	Grievances received during this quar	Grievances received during this quarter			0	7	1	3	12		
3	Total grievances (1 + 2)	/ 0	1	0	 	1 1	3	12			
4	Grievances redressed during the quar	0	1	0	7	1 1	3	12			
	Balance Grievances to be attended (3	0	0	0	0	0	0	0			
6	Grievances successfully redressed during the quarter.	a) Within 30 days	0	1	0	7	1 1	3	12		
		b) After 30 days	0	0	0	ō	0	0	0		
		Total	0	1	0	7	1	3	12		
Ī	Grievances in the process of redressa	0	0	0	0	0	0	0			
8	Grievances pending for more than 30	0	0	0	0	0	0	0			
9	Number of cases redressed in favour	Number of cases redressed in favour of licensee			0	0	0	0	0		
10	Number of cases redressed in favour		8	0			<u> </u>				
11	Others		0						,		
	Number of sitting in the quarter		3						j		
13	Number of sitting attended by Chairp	erson	3								
14	Number of sitting attended by Techni	3									
15	Number of sitting attended by Indepe	ndent Member	0								
								7 7			
					· · · · · · · · · · · · · · · · · · ·			 			
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Name of Forum Madhya Gujarat Vij Co Limited, Vadodara (Format II) Quarter 1st i.e. Apr 24 June 24 of FY 2024-25

r	Case No.	Name of Applicant	Address	Subject of the case in brief	CGRF judgement No and	Order of CGRF in brief	Time period given		Status of compliance on CGRF order
lo.					Date		implementation	approached the Electricity Ombudsman? Yes / No	(provide date of completion in case order is implemented
ı	MG-1-01-2024-25	Shri Bhikhabhai B Patel C/o M/s. Mahakati Dairy Farm	Piot No. 130-131, G D C Nr Essar Petrol Pump Thasra, Dist: Kheda	To cancel suomotu estimate of Rs.11,55,859/- for Increase In Contract Demand, con No.05001/ 04391/3	242 / 4.5.2024	Action of MGVCL for increase in contract demand from 99KW LT to 130 KVA HT is in order. The request of applicant for billing on 130 KVA HT without executing work for HT connection can not be entertained.	•	МО	HT connection work completed by MGVCL. No work excuted by complainant from their end. HT billing commenced from June 24
!	MG-1-02-2024-25	M/s. Tilak Agri Tech	C-18, 243/36, GIDC Estate Waghodiya, Dist: Vadodara 391 760	To cancel suomotu estimate of Rs.11,09,255/- for increase in Contract Demand, con No.02901/ 05311/4	243 /4.5.2024	Suomoto Estimate Issued by MGVCL for enhancement of CD from 100KW LT to 125 KVA HT shall be cancelled after receipt of payment of minimum charges for 2 years.			bitt for Minimum charges for 2 years Rs 247897.50 Issued to consumer or 06.06.24 B paid by consumer or 10.06.24
ļ	MG-1-03-2024-25	Shri Dipakbhai i Brahmbhatt (For M No.1591, LS No.164, Yillage : Jalundh, Tai: Khambhat, Dist: Anand	Moto Kumarvado At & Post : Khambhat Dist : Anand	To cancel suomotu estimate of Rs.1,25,773/- for increase in Contract Demand, consumer No. LW MCT - 60272.	244/01.05.2024	Submoto Estimate issued by MGVCL for enhancement of CD from 36.6KW to 50 KW shall be cancelled after receipt of payment of minimum charges for 2 years.		Ю	Complainant has paid Rs. 35217.20 or dt 08.05.2024, online transaction II SBI08052400027114527
,	MG-1-04-2024-25	Shri Minutu Kumar K Tiwari Shri Upendra Budhikai Agrawal Laxmi Bhupendrabhai Agrawal Hiteshkumar N Padhiyar Jagruti Kunai Mahale Shri Bharatbhai H Thakkar	Bajwa Gram Panchayatmaa Survey No.307 Shop No.455 to 460 B 463 Bajwa, Dist: Vadodara	Requirement of electric connection at Shop No.455 to 460 & 463 under Survey No.307 of Bajwa Gram Panchayat, Bajwa, Dist: Vadodara					
j	MG-1-05-2024-25	Shri Manubhai Karshanbhai Katariya	D-11, Ashoknagar Society OP Road, Diwalipura Vadodara	Appeal against the CRC order dated 06.01.2024 of 5 E (OBM) MGVCL Baroda (OBM) Circle, Gotri, Vadodara (complain regarding wrongly installed electric pole at farm, block No.12, of village: Moje Patod, Tal: Padra, Dist: Vadodara)		MGVCL may carry out joint re-survey and issue FQ for shifting of pole within 15 days. MGVCL may also carry out maintenance of LT line		NC	MGVCL has carried out LT lin Maintenance. Complainant does no come forward for Joint Re-survey.
1	MG-1-06-2024-25	M/s. Ravi Talkies Owner Bataji Enterprise	At : Bajwa Dist : Vadodara	Appeal against the CRC order dated 03.04.2024 of 5 E (ORM) MGVCL Baroda (ORM) Circle, Gotri, Vadodara (complain regarding relief in Electricity bill for Corona (Covid 19) period		MGVCL to walve minimum charges as per GOG GR dtd 20.07.2021 within 15 days for the period 01.04.2021 to 31.03.2022		NO	Fixed Charge Rs. 47100 walved and credited to consumer No. 0240100872 in May24
7	MG-I-07-2024-25	M/s. Ami Lifesciences Pvt Ltd., 2nd floor, Prestige Plaza 40, Urmi Society, Nr Urmi Cross Road Vadodara 390020	Unit at : Block No.82/B, ECP Road At & Post : karakhadi Tal: Padra, Dist: Vadodara	Discrepancy In electricity bills, HT con No.13601					
}	MG-1-08-2024-25	Chhayben Narendrakumar Patel	E-88, Axardham Duplex VIkasnagar 2, Vadodara 390007	Cancellation of service connection charges in Rooftop Solar Estimate					
,	MG-1-09-2024-25	Ramilaben Jashwantbhai Patel	B-64, Lavanya Bungtows Ph 2 B/h Himalaya Party Plot Village : Ankhol, Tat: Waghodiya, Dist: Vadodara	Cancellation of service connection charges in Rooftop Solar Estimate	-				

Case No. Name of Applicant Address Subject of the case in brief CGRF judgement No and Order of CGRF in brief Date Time period given Whether Consumer Status of compliance on CGRF order in order for approached the provide date of completion in case implementation Electricity Ombudsman? Yes / No B/h Galaxy Petrol Pump Village; Sojitra, Tal: Sojitra 10 MG-1-10-2024-25 Mitaben Vikrambhai Patel Review order dated 29/04/2024 made by C G R F Corporate Office, MGVCL Vadodara- Refund of excess Security Deposit, consumer No.04701/06225/1. (Old complaint No.MG-IV-28-2023-24) Dist: Anand 11 MG-I-11-2024-25 Shri Nilesh Senta 128, Horizon Industrial Park At village : Bamangam Tal: Karjan, Dist: Vadodara To cancel suomotu estimate issued for LT to HT, consumer No.04054/00845/3 12 MG-I-12-2024-25 M/s. Newton Equipments P Ltd., 864/A, G I D C Makarpura, Vadodara 390010 To cancel suomotu estimate Issued for LT to HT

Madhya Gujarat Vij Co Limited, Corporate officer, Vadodara Review Functioning of CGRF & Ombudsman - 1st Qtr April 24 to June 24

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Sr.	Type of	Pending	Complaints	Total	No. of Complaints redressed during the period				
No.	Complaints	Complaints of previous quarter	received during this quarter	Complaints	in stipulated time	Beyond Stipulated time	Total	Balance complaints to be redressed	
		(C)	(D)	(C+D)	A SHOW SHOW SHOW SHOW A SHOW SHOW				
1	Incorrect Billing	0	7	7	7	n	7	0	
2	Quality of Supply issues	0	1	1	1 -	n	1		
3	Meter Related	0	0	- 	0	<u> </u>	<u>'</u>	0	
4	New Connection	0	1	1	1	,	1	0	
5	Disconnection of supply	0	0	0	- ò	- 0	0	0	
6	Other issues	0	3	3	3	0	3	0	
	Total	0	12	12	12	0	12		

Madhya Gujarat Vij Co Limited, Corporate Office, Vadodara Statement showing the details of Consumer Grievances Redressal Forum Data Collective during 2024-25

	Number of grievances Decisions					Number of complaints addressed Sittings held		
	At the beginning of		this quarter	Number of decisions in the	Number of decisions in the favour of licensees	Within stipulated time*		Number of CGRF sittings in the quarter
Qtr 1st Apr 24 to June 24	0	12	12	8		12		
Qtr 2nd July 24 to Sept 24			- '-		-	 -	<u> </u>	3
Qtr 3rd Oct 24 to Dec 24			<u> </u>					· · · · · · · · · · · · · · · · · · ·
Qtr 4th Jan 25 to Mar 25					<u> </u>			
								
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			<u></u>	<u></u>		<u> </u>		