

**QUARTERLY REPORT BY FORUM**  
**Aa per GERC Notification No. 02/19 & [Annexure-II]**

Name of the Forum C.G.R.F., PGVCL, Bhavnagar.

Financial Year : 2024-25

Quarter : 2nd Quarter ( July- to Sep- 2024)

**1 Status of grievance redressal**

Sr. No	Parameters	Delay in Restoring Supply	Quality of Supply	Meter Problem	Billing Problem	Quality of service	Other	Total	
1	Grievances pending at end of previous quarter.	0	1	2	5	3	4	15	
2	Grievances received during this quarter	0	8	1	16	10	17	52	
3	Total Grievances (1+2)	0	9	3	21	13	21	67	
4	Grievances redressed during this quarter	0	4	2	10	11	17	44	
5	Balance Grievances to be redressed (3-4) at the end of Quarter	0	5	1	11	2	4	23	
6	Grievances successfully redressed during this Quarter	a) Within 30 days	0	3	2	2	5	1	13
		b) After 30 days along with reasons in brief. Reason : In 3 cases applicant remined absent in 1st meeting. in.4 Cass repondent given adj. for sub, reply, in remainng 10 cases meeting could not be arranged due to work flow.	0	1	0	8	6	16	31
		Total	0	4	2	10	11	17	44
7	Grievances in the process of redressal.	0	0	0	0	0	0	0	
8	Grievances pending for more than 30 days, along with reasons in brief. ( 1) 2 Applicant remain absent in 2 meeting in remaining 6 cases due to work flow.	0	3	1	1	1	2	8	
9	Number of Cases redressed in favour of Licensee	0	2	0	7	4	15	28	
10	Number of Cases redressed in favour of Consumers.	0	0	2	1	4	2	9	
11	Other	0	2	0	2	3	0	7	
12	Nos. of seatings in the Quarter.	12							
13	Nos. of Seatings attended by Chairperson	12							
14	Nos. of Seatings attended by Technical Member	12							
15	Nos. of Seatings attended by Independent Member	12							
16	Nos. of Seatings attended by Convenor	12							