

Name of Forum								
Madhya Gujarat Vij Company Limited, Corporate Office, Vadodara (Format I)								
Quarter 3rd i.e. Oct 24 to Dec 24 of FY 2024-25								
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	3	3
2	Grievances received during this quarter	2	0	0	5	0	1	8
3	Total grievances (1 + 2)	2	0	0	5	0	4	11
4	Grievances redressed during the quarter	2	0	0	5	0	4	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	2	0	0	5	0	11
		b) After 30 days	0	0	0	0	0	0
		Total	2	0	0	5	0	4
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	8						
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 the Forum Madhya Gujarat Vlj Company Limited Qtr- III, Oct 2024 to Dec 2024 of 2024-25									
Sr No.	Case No.	Name of Applicant with address	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 approached the Consumer Electricity Ombudsman? Yes / No	Status of compliance on CGRF order (provide date of completion in case order is implemented)
1	MG-III-30-2024-25	M/s. Aarvi Plastics Engineering	NH No. 8, Rangoli Crossing Village Dashrath Tal & Dist: Vadodara	Meter Change Without Prior Notice and Subsequent High Electricity Bills	388 / 03.01.2025	Credit of amount billed as Faulty units for 4 bills from Nov'23 to Feb'24 to be given in next bill & Bill prepared on 20.06.24 considering faulty average shall be revise and credit shall begiven in next bill	30 days	No	
2	MG-III-31-2024-25	M/s. Nodule Cast	785, GIDC Estate Makarpura, Vadodara 390010	To cancel suomotu estimate issued for LT to HT, consumer No.14212/51186/0	389 / 03.01.2025	Complainant may register application for load enhancement within 10 days and on regularization of additional load Suomotu estimate issued for HT on 24.10.24 shall be cancelled	10 days	No	
3	MG-III-32-2024-25	M/s. S P Sadgururupa Paper Ind Ltd.,	406, Sakarda Bhadarva Road OPP: Shally Engineering Village : Rantiya, Tal: Savli, Dist: Vadodara	Wrong billing of solar energy inadvertent deduction of transmission losses.		Order under process			
4	MG-III-33-2024-25	M/s. Ruchi Foods LLP	Plot No.6/2/5-7 GIDC Por Ramangamdi Vadodara 391243	Wrong billing of solar energy inadvertent deduction of transmission losses.		Order under process			
5	MG-III-34-2024-25	Shri Shantilal Haribhai Patel	Waghewari Residency OPP: Waghewari Article Cement At & Post : Kanjari, Tal: Nadiad, Dist: Kheda	New Industrial vlj connection		Order under process			
6	MG-III-35-2024-25	M/s. Dutt Chemtech P Ltd.,	Sr No.365, Village Neja Khambhat, Tal & Dist: Anand	LT to HT conversion under suomotu procedure		Order under process			
7	MG-III-36-2024-25	M/s. Aster Motors P Ltd.,	Plot No.986/32 GIDC Makarpura, Vadodara 390010	Refund of estimate for conversion of LT to HT.		Order under process			
8	MG-III-37-2024-25	Mohmadrafiq Yakubbbhai,	C-7, Defence Society, OPP: Mota Madresa, Anand Bhalej Road, Anand	PDC of connection No.04204/63280/7 released illegally without consent of applicant Vahora Mohmadrafiq Yakubbbhai, C-7, Defence Society, OPP: Mota Madresa, Anand Bhalej Road, Anand.		Order under process			

Madhya Gujarat Vij Co Limited, Corporate officer, Vadodara
Review Functioning of CGRF & Ombudsman - 3rd Qtr October 24 to December 2024

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	5	5	5	0	5	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	2	2	2	0	2	0
5	Disconnection of supply	0	0	0	0	0	0	0
6	Other issues	3	1	4	4	0	4	0
7	Total	3	8	11	11	0	11	0

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

Name of CGRF	Number of grievances			Decisions		Number of complaints addressed		Sittings held
	At the beginning of the quarter	Received during this quarter	Disposed off during this quarter	Number of decisions in the favour of consumer	Number of decisions in the favour of licensees	Within stipulated time*	Beyond stipulated time*	Number of CGRF sittings in the quarter
Qtr 1st Apr 24 to June 24	0	12	12	8	4	12	0	3
Qtr 2nd July 24 to Sept 24	0	17	14	9	5	14	0	3
Qtr 3rd Oct 24 to Dec 24	3	8	11	8	3	11	0	3
Qtr 4th Jan 25 to Mar 25								