

Suggested Formats for Online updation

Details of CGRF & Ombudsman				
S.No.	State/SERC	CGRF		Ombudsman
		No. of CGRFs	Details of the concerned officials for each CGRF	Details of the Ombudsman
		<u>MGVCL, Baroda(O&M) circle</u>	<u>Shri. B. A. Gohil- Chairperson</u> <u>Shri. S. B. Lachhun, Fin. Member</u> <u>Shri. Dineshbhai B. Patel, Charge of Independent Member</u> <u>Smt. Hiralben D. Shah, Consumer Representative</u> <u>Shri. R. D. Mali, Convener</u>	

Vacancies				
S.No.	State / SERC	CGRF		Ombudsman
		Vacant Position	Period since when vacancy has arisen	Period since when vacancy has arisen

Disposal of Grievances by CGRF		
1	Name of CGRF	
2	No. of Grievances outstanding at the close of previous quarter	0
3	No. of Grievances received during the quarter	1
4	No. of Grievances disposed during the quarter	1
5	No. of Grievances pending at the close of the quarter	0
6	No. of Grievances pending which are older than two months	0
7	No. of sittings of CGRFs in the quarter	1

Disposal of Grievances by Ombudsman		
1	Name of Ombudsman	N. A.

2	No. of Grievances outstanding at the close of previous quarter	N. A.
3	No. of Grievances received during the quarter	N. A.
4	No. of Grievances disposed during the quarter	N. A.
5	No. of Grievances pending at the close of the quarter	N. A.
6	No. of Grievances pending which are older than two months	N. A.
7	No. of sittings of Ombudsman in the quarter	N. A.

Status of Achievement of Standards of Performance (SOP)

1	Name of State	
2	The date and details of notification of SOP by SERC	
3	The date and details on which the licensee has furnished the report to SERC under Section 59 (1) for the last Financial Year	
4	Links to the reports submitted by the licensees	
5	The number of cases in which compensation was made under subsection (2) of section 57	
6	The aggregate amount of the compensation paid	
7	The date and details of the report published by SERC under Section 59 (2)	

ANNEXURE II
QUARTERLY REPORT BY FORUM

Name of the Forum: **BARODA (O&M) CIRCLE**
Quarter: **OCT -DEC-25** Quarter Financial Year: **2025-26**

Format I

Sr. No	Parameters	Delay in restoring supply	Quality of supply	Meter problem	Billing problems	Quality of service	Others	Total						
1	Grievances Pending at the end of previous quarter													
2	Grievances received during the quarter						1							
3	Total Grievances (1+2)						1							
4	Grievances redressed during the quarter						1							
5	Balance Grievances to be redressed (3-4)						1							
6	Grievances Successfully redressed during the quarter													
									a) Within 30 days					
									b) After 30 days along with reasons in brief					
	Total						1							
7	Grievances in the process of redressal													
8	Grievances pending for more than 30 Days along with reasons in brief													
9	Number of Cases redressed in favour of the Licensee													
10	Number of Cases redressed in favour of the Consumers						1							
11	Others													
12	No. of sittings in the quarter				1									
13	No. of sitting attended by the Chairperson				1									
14	No. of sitting attended by the Independent Member				1									
15	No. of sitting attended by the Representative of Consumer				1									
16	No. of sitting attended by the Representative of prosumer				1									
17	No. of sitting attended by the Finance Member				1									

Format II

Status of pending implementation of order of CGRF issued in favour of consumers (during the Current quarter)

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and Date	Order of CGRF in brief	Time period given in order for implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)
1	1	Vidhi Anilbhai Ruparel	1	BRD/CGRF/25/4465 Dtd. 26/12/2025	Oeder attached	Within 30 days		Within Time Period

Format II.

Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and Date	Order of CGRF in brief	Time period given in order for implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)