

CONSUMER GRIEVANCE REDRESSAL FORUM : (AMRELI CIRCLE LEVEL)

Paschim Gujarat Vij Company Limited, Circle Office, Vij Seva Sadan, Near Gandhi Bag, AMRELI-365601

QUARTERLY REPORT : OF : Quater-02 2025-26 Format-I

Sr. No.	Parameter	Delay in Restoring supply	Quality of Supply	Meter Problems	Billing Problems	Quality of service	Others	Total
1	Grievances pending at end of previous quarter	0	0	0	2	2	0	4
2	Grievances received during this quarter	0	0	1	0	0	0	1
3	Total grievances (1 + 2)	0	0	1	2	2	0	5
4	Grievances redressed during this quarter	0	0	0	2	0	0	2
5	Balance Grievances to be attended (3-4)	0	0	1	0	2	0	3
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	0	0	0	0	0
		b) After 30 days	0	0	0	0	0	0
		Total	0	0	0	0	0	2
7	Grievances in the process of redressal (*)	0	0	1	0	2	0	3
8	Grievances pending for more than 30 days (**)	0	0	1	1	2	0	3
9	No of cases redressed in favour of licensee	0	0	0	2	2	0	3
10	No of cases redressed in favour of consumer	0	0	0	0	0	0	0
11	Others	0	0	0	0	0	0	0
12	No of sittings in the quarter				2			
13	No of sittings attended by Chair Person				2			
14	No of sittings attended by Member Finance				2			
15	No of sittings attended by Independent Member				2			
16	No of sittings attended by Prosumer Member				0			
17	No of sittings attended by Consumer Member				2			

Note : Grievances successfully redressed during this quarter (More Than 30 Days)

1. 02 case delayed due to Hearing and Judgement is done by old forum

(*) : 03 Case is delayed due to Consumer not present in 02 hearing

