

## CONSUMER GRIEVANCE REDRESSAL FORUM : (BHAVNAGAR FORUM)

Paschim Gujarat Vij Company Limited, Zonal Office, Vij Seva Sadan, Chavdi Gate, Bhavnagar.

**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                         | 1                 | 1              | 2                | 1                  | 5      | 10    |
| 2       | Grievances received during this quarter                | 0                         | 1                 | 1              | 3                | 0                  | 4      | 9     |
| 3       | <b>Total grievances (1 + 2)</b>                        | 0                         | 2                 | 2              | 5                | 1                  | 9      | 19    |
| 4       | Grievances redressed during this quarter               | 0                         | 1                 | 0              | 2                | 0                  | 3      | 6     |
| 5       | <b>Balance Grievances to be attended (3-4)</b>         | 0                         | 1                 | 2              | 3                | 1                  | 6      | 13    |
| 6       | Grievances successfully redressed during this quarter. | a) Within 30 days         | 0                 | 0              | 0                | 0                  | 0      | 0     |
|         |                                                        | b) After 30 days          | 0                 | 1              | 0                | 4                  | 0      | 6     |
|         |                                                        | <b>Total</b>              | 0                 | 1              | 0                | 4                  | 0      | 6     |
| 7       | Grievances in the process of redressal (*)             | 0                         | 0                 | 0              | 1                | 1                  | 3      | 5     |
| 8       | Grievances pending for more than 30 days (**)          | 0                         | 1                 | 2              | 2                | 1                  | 3      | 9     |
| 9       | No of cases redressed in favour of licensee            | 0                         | 0                 | 0              | 0                | 0                  | 0      | 0     |
| 10      | No of cases redressed in favour of consumer            | 0                         | 1                 | 0              | 1                | 0                  | 3      | 5     |
| 11      | Others                                                 | 0                         | 0                 | 0              | 1                | 0                  | 0      | 1     |
| 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             | 1                         |                   |                |                  |                    |        |       |
| 17      | No of sittings attended by Consumer Member             | 2                         |                   |                |                  |                    |        |       |

**Note : (\*)** Grievances successfully redressed during this quarter(More Than 30 Days) 1. 03 nos cases delayed due to new formation of circle level CGRF.

**2.** 01 No Cases applicant not present in 3 meeting.

**3.** 02 Case delayed due to Decide meeting within 30 Days but Judgement singed delayed due to not received deatil by division office.

**(\*\*):** 07 Cases delayed due to adjourned next meeting and 02 under judgement process

[illegible]

| Quater-02-2025-26 |           | Format-II Statement of implementation order of CGRF issued in favour of consumers (Current Quarter) |                                                     |                    |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                               |                                         |                                                                                                    |
|-------------------|-----------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------|--------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------|
| Sr. No.           | CASE NO.  | NAME OF APPLICANT                                                                                   | SUBJECT OF THE CASE IN BRIEF                        | CGRF Judgement No. | CGRF Judgement Date | Order Of CGRF In Brief                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Time Period Given in Order For Implementation | Whether Consumer Approach To Ombudsman? | Status of CGRF Order / Implementation ( Provide date of completion in case order is implemented    |
| 1                 | 135/24-25 | MARU JAGDISHBHAI SHAMJIBHAI                                                                         | REGARDING METER FAST                                | 634                | 07-08-2025          | વાદીને જે સપ્ટે-ઓક્ટો-૨૪ તેમજ નવે-ડીસે.-૨૪ માં ૬૭૦ યુનીટના વીજબીલો સરેરાશ મુજબ આપવામાં આવેલ છે, તે રદ કરવામાં આવે છે અને તેના બદલે ૧૪૫ યુનીટના બે વીજબીલો વાદીને આપવાપાત્ર થાય છે                                                                                                                                                                                                                                                                                                    |                                               |                                         | AS PER CGRF ORDER GIVEN CREDIT UNIT-1050 AND AMT-8820 DT-22.08.2025                                |
| 2                 | 15/25-26  | M A COLD STOREG                                                                                     | REGARDING DISPUTE IN SOLAR AGREEMENT.               | 661                | 20-08-2025          | CONSUMER FAVOUER. 60 KW 45015 UNIT , AMOUNT RS.3.78/- LAKHS AND 1,70,157/- VASUL KARVA                                                                                                                                                                                                                                                                                                                                                                                               |                                               |                                         | REVIEW BY DISCOM                                                                                   |
| 3                 | 25/25-26  | SENTA BHAGVANBHAI MADHABHAI                                                                         | REGARDING F METER AVERAGE BILL.                     | 331                | 15-09-2025          | • JRNGL ZHVFT4 5ITJRNGL ZHVFT TDH ONZD ;DIF ZH YII, N:TfJHL 5ZFJF 5ZYL CSD SZJDF VFJ K S4 — TPZ_qZ_Z5 YL DL8Z ZLq,;Dq8 TPZ!q_ZqZ_Z5 ;WLG V8,  S ZsAf INJ;G 5FZ8F DHA VJZH IA, U6Jl VG: TP! )L_#qZ_Z5 GF ZFH VF5, IA, Df AFSLG ZSD Hdf VF5JL TYf #* !GL8G GJf DL8ZG Zull, Z IA, VF5Jl sZLJF. h0 IA, fP ~-                                                                                                                                                                             |                                               |                                         | COMSUMER LEDGER CREDIT ID NO /33054047/33054055/33054078 AMT.20018.70/11274.90/6332.80 DT.24.09.25 |
| 4                 | 29/25-26  | VALAKI DAMJIBHAI BALABHAI                                                                           | REGARDING MAINTAINANCE OF LT LINE OF AG CONNECTION. | 330                | 15-09-2025          | • JRNGL ZHVFT4 5ITJRNGL ZHVFT TDH ONZD ;DIF ZH YII, N:TfJHL 5ZFJF 5ZYL CSD SZJDF VFJ K S4 —VZHNfZGL XLUGf 5fS ,Jf. UIf ARN , BT VZHL ZH S1Yl4 !sVSf Df; V8, S4 VZHNfZGf H6fJl f DHA TP!5q! !qZ_Z5 ;WLDf ;NZ IJH HfOF6GL ,f.G pEL SZL JLHHfOF6 X~SZJP~                                                                                                                                                                                                                                |                                               |                                         | PENDING                                                                                            |
| 5                 | 30/25-26  | JOLIYA SHIBABHAI BHIMABHAI                                                                          | REGARDING AG CONNECTON.                             | 332                | 15-09-2025          | • JRNGL ZHVFT4 5ITJRNGL ZHVFT TDH ONZD ;DIF ZH YII, N:TfJHL 5ZFJF 5ZYL CSD SZJDF VFJ K S4 — VZHNfZ fZF GJl H Jlh HfOF6 DfUJfDf VFJ, 4 H Jlh HfOF6 VF5Jf Df8 Z_ 5f, GL ,f.G pEL SZL JfI Z ,UfO, KP 5ZT4 Cf, Df Tl HuIf 5Z 5f6L EZf. UIl, KP VFxZl # Df; ARN JW SFDULZL Y. XS TD VZHNfZ H6fJl, Kl VG Tl :Y/ 5Z 5f6LGF IGSf, Yl4 VZHNfZ fZF , BT Df 58f IJEFULl SRZLG Hf6 S1Yl4 VZHL D?l f ARN GFIA .HGZ fZF AfSL ZC, SFDULZL VS Df; Df 56 SZJfGL ZCXP GFIA .HGZGf , BT ZHVfTDf H6fJl f |                                               |                                         | PENDING                                                                                            |