

## CONSUMER GRIEVANCE REDRESSAL FORUM : (RAJKOT CITY CIRCLE LEVEL FORUM)

Paschim Gujarat Vij Company Limited, City Circle Office, Laxminagar, Nanamava Road, RAJKOT-360004

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	0	2	0	2
2	Grievances received during this quarter	0	1	1	4	3	0	9
3	Total grievances (1 + 2)	0	1	1	4	5	0	11
4	Grievances redressed during this quarter	0	1	1	2	4	0	8
5	Balance Grievances to be attended (3-4)	0	0	0	2	1	0	3
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	1	0	2	1	4
		b) After 30 days	0	0	1	0	3	4
		Total	0	1	1	2	4	8
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	1	0	0	1
9	No of cases redressed in favour of licensee	0	0	0	0	3	0	3
10	No of cases redressed in favour of consumer	0	0	0	0	0	0	0
11	Others	0	1	1	2	1	0	5
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. 03 nos cases delayed due to not received evidence in First hearing from both & settled in Next Hearing and 01 Case delayed due to Decide meeting within 30 Days but Judgement singed delayed

(\*\*): 01 No case is adjourned due to in first hearing applicant asked time to provide evidence, in second hearing applicant could not come and asked for next hearing to provide evidence.



Format-II Statement of implementation order of CGRF issued in favour of consumers (Previous 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)	
NIL	NIL	NIL	NIL	NIL	NIL	NIL		NIL	NIL	NIL	



Quater-02-2025-26		Format-II Statement of implementation order of CGRF issued in favour of consumers (Current Quarter)								
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