

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-03	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	1	0	3	
2	Grievances received during this quarter	0	1	0	5	2	0	8	
3	Total grievances (1 + 2)	0	1	0	7	3	0	11	
4	Grievances redressed during this quarter	0	1	0	5	2	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	0	3	2	0	5	
		b) After 30 days	0	1	0	2	0	0	3
		Total	0	1	0	5	2	0	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	0	0	0	
10	No of cases redressed in favour of consumer	0	0	0	1	0	0	1	
11	Others	0	1	0	4	2	0	7	
12	No of sittings in the quarter	3							
13	No of sittings attended by Chair Person	3							
14	No of sittings attended by Member Finance	3							
15	No of sittings attended by Independent Member	3							
16	No of sittings attended by Prosumer Member	0							
17	No of sittings attended by Consumer Member	3							

Note : In this quarter, No Prosumer related cases in this quarter, so No any meeting attended by prosumer representative .

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

02

nos cases delayed due to Festival Holidays and committi member not available within time limit period

01 No case is delayed 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.

Quater-02-2025-26		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										

Quater-03-2025-26		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	06-Q2-25-26	GEETABA BALDEVSINH JADEJA	To give Electricity bill as per Reading and to credit remaining amount	2175	04-10-25	In the billing period of oct-24 and Nov-24 consumer received a faulty meter average units bill. So, As per CCTV footage, Molasis Register Data and site verification consumer's premises found locked and no usage of power supply for 13 days from dt. 07.11.2024 to 18.11.2024. As there was diwali festival leave, considered 6 days more. So, it is ordered to give adjustment credit for 18 days units as per average units from 30 days billing period.		No	As per letter no.LNSD/Rev/2194 Dtd.18.10.2025 6924 units and 57123 amount credited in Consumer no.87605045689.