

## CONSUMER GRIEVANCE REDRESSAL FORUM : (RAJKOT RURAL 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	0	0	0
2	Grievances received during this quarter	0	0	0	1	2	0	3
3	<b>Total grievances (1 + 2)</b>	0	0	0	1	2	0	3
4	Grievances redressed during this quarter	0	0	0	1	1	0	2
5	<b>Balance Grievances to be attended (3-4)</b>	0	0	0	0	1	0	1
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	0	1	0	0	1
		b) After 30 days	0	0	0	1	0	1
		<b>Total</b>	0	0	0	1	1	2
7	Grievances in the process of redressal (*)	0	0	0	0	1	0	1
8	Grievances pending for more than 30 days (**)	0	0	0	0	0	0	0
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	0	0	0	0
11	Others	0	0	0	1	1	0	2
12	No of sittings in the quarter	0						
13	No of sittings attended by Chair Person	0						
14	No of sittings attended by Member Finance	0						
15	No of sittings attended by Independent Member	0						
16	No of sittings attended by Prosumer Member	0						
17	No of sittings attended by Consumer Member	0						

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

**1. 01 case delayed due to consumer submitted withdraw application after 30 days even after pgvcl settled the case**



