

CONSUMER GRIEVANCE REDRESSAL FORUM : (SURENDRANAGAR FORUM)

Paschim Gujarat Vij Company Limited, Circle Office, Surendranagar, Opp. Kailash Park Society, Behind Mahila Collage, Wadhvan-363030

QUARTERLY REPORT : OF :

Sep-25

2025-2026

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	1	0	2	3
2	Grievances received during this quarter		0	1	0	4	0	7	12
3	Total grievances (1 + 2)		0	1	0	5	0	9	15
4	Grievances redressed during this quarter		0	0	0	1	0	0	1
5	Balance Grievances to be attended (3-4)		0	1	0	4	0	9	14
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	0	0	1	0	0	1
		b) After 30 days	0	0	0	0	0	0	0
		Total	0	0	0	1	0	0	1
7	Grievances in the process of redressal (*)		0	1	0	0	0	4	5
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	1	0	0	1
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		1						
13	No of sittings attended by Chair Person		1						
14	No of sittings attended by Member Finance		1						
15	No of sittings attended by Independent Member		1						
16	No of sittings attended by Consumer Member		1						
17	No of sittings attended by Prosumer Member		0						
18	No of sittings attended by Convener		1						

Note(*): Total 2. No's of cases hearing completed and preparation of order is under process 03 Nos of cases second hearing dt.04.10.2025

(**): in case hearing done First Time and remaining cases schedule hearing will be on dt.

[illegible]

