

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	1
		b) After 30 days	0	0	0	0	0	0
		Total	0	0	0	1	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.

