

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 :

Dec-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	1	0	4	0	9	14	
2	Grievances received during this quarter	0	1	1	2	0	4	8	
3	Total grievances (1 + 2)	0	2	1	6	0	13	22	
4	Grievances redressed during this quarter	0	1	1	5	0	10	17	
5	Balance Grievances to be attended (3-4)	0	1	0	1	0	3	5	
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	0	0	1	0	1	
		b) After 30 days	0	1	1	4	0	10	16
		Total	0	1	1	5	0	10	17
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	1	3	5	
9	No of cases redressed in favour of licensee	0	1	1	5	0	9	16	
10	No of cases redressed in favour of consumer	0	0	0	0	0	1	1	
11	Others	0	0	0	0	0	0	0	
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 Consumer Member	3							
17	No of sittings attended by Prosumer Member	2							
18	No of sittings attended by Convener	3							

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

():Total 1 Nos od Case Consumer was not present . 3 Nos of case First hearing on Dt.09.01.2026 . 1 Nos of Case Second Hearing Dt.09.01.2026.**

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	PG309	Vijaybhai Hemantbhai Panara	Objection raise by other person for release New Connection to this consumer.	PGCOS/0135/11/2025	08-11-2025	શ્રી વિજયભાઈ હમંતભાઈ પનારા ના નામના માલિકાના જમીન હોય તેમને વીજ જોડાણ આપવા માટેનો હુકમ કરવામાં આવે છે. વાંધો રજુ કરનાર વ્યક્તિ દ્વારા ૭-૧૨ અને ૮-૨ માં પોતાની માલિકીના પુરાવા રજુ કરેલ ન હોય માલિકીપત્રું સાબિત કરી શકેલ નથી માટે તેમનો વાંધો ગ્રાહ્ય રાખેલ નથી	30 Days	No	On Dtd. 27.11.2025 connection released with consumer NO.27709017304.