

Consumer Grievances Redressal Forum

MADHYA GUJARAT VIJ CO LIMITED

(Formed Section 181, sub-section (c) of the section 42 of The Electricity Act, 2003 and Regulatory (GERC) Notification No.4 of 2004).

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Ref. No. MGVCL:Regu:Forum:Apr 25 to
June 25: 3269

Date: 10.07.2026

To
The Secretary
Gujarat Electricity Regulatory Commission
Conference Hall, 6th floor, GIFT ONE
Road 5C, Zone 5, GIFT City
Gandhinagar 382355]

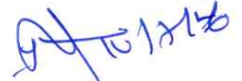
Sub: Monitoring report of Complaints Received, Redressed & status of consumers' order implementation by field for the 1st quarter i.e. Apr 2026 to June 2026.

Dear Sir,

Enclosed herewith please find monitoring report of Complaints Received, Redressed & status of consumers' order implementation by field for the 1st quarter i.e. Apr 2026 to June 2026. This is for your information please.

Thanking You,

Yours Sincerely,
For & on behalf of CGRF



Convener



Encl: As above

Copy to:

The Staff Officer
Office of the Electricity Ombudsman
Gujarat Electricity Regulatory Commission
Barrack No.3, Polytechnic Compound,
Ambawadi
Ahmedabad 380 015

Name of Forum
Madhya Gujarat Vij Company Limited, Circle Office, Godhra (Format I)
Quarter 1th i.e. April.'26 to June'26 of FY 2026-27

Sr No.	Parameters	Delay in Restoring supply	Quality of Supply	Meter Problem	Billing Problem	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	2	5	0	0	0	1	8
3	Total grievances (1 + 2)	2	5	0	0	0	1	8
4	Grievances redressed during the quarter	2	5	0	0	0	1	8
5	Balance Grievances to be attended (3-4)	0	0	0	0	0	0	0
6	Grievances successfully redressed during the quarter.	a) Within 30 days	2	5	0	0	1	8
		b) After 30 days	0	0	0	0	0	0
		Total	2	5	0	0	1	8
7	Grievances in the process of redressal	2	5	0	0	0	1	8
8	Grievances pending for more than 30 days	0	0	0	0	0	0	0
9	Number of cases redressed in favour of licensee	0	0	0	0	0	0	0
10	Number of cases redressed in favour of consumers	2						
11	Others	1						
12	Number of sitting in the quarter	2						
13	Number of sitting attended by Chairperson	2						
14	Number of sitting attended by Fin. Member	2						
15	Number of sitting attended by Independent Member	1						
16	Number of sitting attended by Consumer's Representative	2						
17	Number of sitting attended by Prosumer's Representative	1						

* Wrongly Showing the sitting Nos. in the 1st 3 instead 2.

Format II

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and Date	Order of CGRF in brief	Time period given in order for implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)
NIL								

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NIL								