

CONSUMER GRIEVANCE REDRESSAL FORUM : (JAMNAGAR CIRCLE LEVEL FORUM)

Paschim Gujarat Vij Company Limited, Circle Office, Lalbunglow Compound, Jamnagar-360001

QUARTERLY REPORT : OF :

Quater-01

2026-27

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	0	1
2	Grievances received during this quarter	0	2	0	1	9	0	12
3	Total grievances (1 + 2)	0	2	0	2	9	0	13
4	Grievances redressed during this quarter	0	1	0	2	7	0	10
5	Balance Grievances to be attended (3-4)	0	1	0	0	2	0	3
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	1	0	1	5	7
		b) After 30 days (*)	0	0	0	1	2	3
		Total	0	1	0	2	7	10
7	Grievances in the process of redressal ()	0	1	0	0	2	0	3
8	Grievances pending for more than 30 days (**)	0	1	0	0	0	0	1
9	No of cases redressed in favour of licensee	0	0	0	2	3	0	5
10	No of cases redressed in favour of consumer	0	1	0	0	0	0	1
11	Others	0	0	0	0	4	0	4
12	No of sittings in the quarter	2						
13	No of sittings attended by Chair Person	2						
14	No of sittings attended by Fianance Person	2						
15	No of sittings attended by Independent Member	2						
16	No of sittings attended by Representative of Pronsumer	0						
17	No of sittings attended by Representative of Consumer	2						

Note : in this quarter, no complaint received regarding solar consumer hence Representative of prosumer sitting display "0"

(*): 01 case pending due to the applicant not present during given date.

other 2 case draft judgement prepared but delay due to judgement finalization & signature.

()**: Grievances pending for more than 30 days

(1) 01 Cases judgment is delay due to the applicant not present during the first hearing so second opportunity has been granted

Quater-01-2026-27		Format-II Statement of implementation order of CGRF issued in favour of consumers (Current Quarter)							
Sr..	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	10-Q1-26-27	RATHOD SAVJIBHAI PARBATBHAI	CLOSE THE COMPLAIN WITHOUT RESOLVING THE PROBLEM	1889	16-06-2026	ગ્રાહક ને વીજ પૂરવઠો સારી રીતે મળી રહે તે જોવાની સામેવાળા ની પ્રાથમિક ફરજ છે. સદરકુ વિસ્તારમાં સર્વે કરી યોગ્ય સમયે વોલલ્ટેજ ની માપણી કરી નેટવર્ક અનાલિસિસ કરી ફરીથી આ પુશ્ન ઉપસ્થિત ન થાય તે માટેની યોગ્ય કાર્યવાહી કરવાં કચેરીને સૂચના આપવામાં આવે છે. અને કરેલ કાર્યવાહીની જાણ અરજદારને અત્રેની કચેરી ની જાણ હેઠળ દિવસ ૧૦ માં કરવી.	10	NO	CONSUMER COMPLAIN RESOLVED

	Quater- 01-2026-27	Format-II Statement of implementation order of CGRF issued in favour of consumers (Previous 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
	nil								