

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 :

Qtr-1

2026-2027

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	2	1	0	0	2	5
2	Grievances received during this quarter	0	19	1	1	4	11	36
3	Total grievances (1 + 2)	0	21	2	1	4	13	41
4	Grievances redressed during this quarter	0	9	2	1	1	11	24
5	Balance Grievances to be attended (3-4)	0	12	0	0	3	2	17
6	Grievances successfully redressed during this quarter.	a) Within 30 days	0	6	1	1	7	16
		b) After 30 days (*)	0	3	1	0	4	8
		Total	0	9	2	1	11	24
7	Grievances in the process of redressal	0	12	0	0	3	2	17
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	3	2	1	0	6	12
10	No of cases redressed in favour of consumer	0	3	0	0	0	1	4
11	Others	0	3	0	0	1	4	8
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	3						
18	No of sittings attended by Convener	3						

Note(*): Total . Out of 08 cases, 01 case was finalized during the 03rd hearing (Applicant was not present in first and second hearing) and same as the final judgment of the 03 cases was made during the second hearing and in 01 case judgment is under finalization so it required to take 31 days. while 03 Cases Registered After Deciding Meeting of Dt. 16.05.2026 which is on (Outward of Letter 10.05.2026) after than these cases are also taken in next meeting on Dtd.11.06.2026 which is in time but this meeting was cancelled and held on 20.06.2026 so its beyond stipulate time.

():** Nil

Quater-01-2026-27		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	PG485	CHAVADA PRITIBEN ASHOKKUMAR	Home appliances not working due to fluctuations in grid voltage and voltage surges.	PGCOS/0327/04/2026	18-04-2026	The Executive Engineer, Division Office, Surendranagar should determine the responsibility of the officer/employee who did not work as per the rules and collect the fine as per Gujarat Electricity Regulatory Commission's notification No. 2/2023, item number 6.2, serial number 12, 1 from the responsible officer/employee and pay it to the plaintiff. Further, the plaintiff's complaint should be resolved within day-15 and the action taken should be sent to the forum along with documentary evidence.	15	NO	
2	PG553	Hirbai Gajnikhan Rathod	Regarding immediate provision of electricity connections to agriculture	PGCOS/0272/05/2026	16-05-2026	As stated by the defendant, the Dasada, Sub-Divisional Office, while inspecting the place of electricity connection of the plaintiff, had not completed the process. Therefore, the Dasada, Sub-Divisional Office has issued a notice to the contractor Shakti Enterprise to complete the process within day-10 and if the work is not completed, to deposit the goods. If the contractor does not complete the work within day-10, the work will be assigned to another contractor and the work of providing agricultural electricity connection to the plaintiff will be completed. 3.4 The defendant should complete the work of providing agricultural electricity connection to the plaintiff within day-7 and send the	7	NO	DE/DSD/CGRF/2316, Dtd.25.05.2026
3	PG562	Chavda Ajitbhai Ramabhai	Complaint about drastic changes in voltage in power supply in our area	PGCOS/0270/05/2026	16-05-2026	As stated by the defendant in letter No. 1068 dated 15.05.2026, during a visit to the plaintiff's place by the Dasada Sub-Divisional Office, the capacity of his electricity connection in the TC is 25 KVA and the load of 48 electricity connections in it is 73.5. Accordingly, a technical survey will be conducted, the transformer will be augmented as per the contracted power load and load balancing action will be taken. Further, regarding the plaintiff's load increase application, the power transformer from which his electricity connection comes will be augmented from 25 KVA to 100 KVA and other action will be completed as per the rules. The defendant should complete the action of resolving the	7	NO	DE/DSD/CGRF/2322, Dtd.27.05.2026
4	PG575	ECO FRIEND CARBON PVT LTD	Problem Of consumers Not taken seriously By SRSD(Surendranagar Divisions).	PGCOS/0277/05/2026	16-05-2026	The action has not been completed as stated by the plaintiff. The defendant should visit the plaintiff's place and verify whether the vertical distance of the line is as per norms or not. If the line is not as per norms, then the defendant should make the vertical distance of the line as per norms. If the line is as per norms and the plaintiff needs to change the line, then the plaintiff should be reimbursed as per norms and the work should be completed. The said work should be completed within day-7 and the information about the work done should be sent to the forum.	7	NO	DE/SRSD/CGRF/2701, Dtd.06.06.2026

[illegible]