

UTILITY: UTTAR GUJARAT VIJ COMPANY LIMITED

YEAR: 2005-06 to 2021-22

ANNEXURE

Performance Report of CGRF UGVCL AHMEDABAD

Year:	No. of Grievances Pending at the beginning of the year	No. of Grievances Received during the Year	No. of Grievances Disposed during the Year				No. of Grievances Pending at the end of the year	No. of Sitzings of CGRF during the year	% orders in favour of consumer	% orders in favour of Discom	% orders Of Settled cases
			In Favour of Consumer	In Favour of Discom	Settled / Withdrawn	Total					
2005-06	0	13	13	0	0	13	0		100	0	0.00
2006-07	0	45	38	7	0	45	0		84.44	15.56	0.00
2007-08	0	56	33	23	0	56	0		58.93	41.07	0.00
2008-09	0	59	31	16	7	54	5		57.41	29.63	12.96
2009-10	5	64	31	24	8	63	6		49.21	38.10	12.70
2010-11	6	115	40	49	21	110	11		36.36	44.55	19.09
2011-12	11	284	73	99	97	269	26	25	27.14	36.80	36.06
2012-13	26	195	62	100	44	206	15	42	30.10	48.54	21.36
2013-14	15	151	70	57	30	157	9	39	44.59	36.31	19.11
2014-15	9	124	30	51	35	116	17	37	25.86	43.97	30.17
2015-16	17	128	54	66	14	134	11	38	40.30	49.25	10.45
2016-17	11	68	24	40	11	75	4	19	32.00	53.33	14.67
2017-18	4	76	31	32	13	76	4	22	40.79	42.11	17.11

2018-19	4	66	22	32	13	67	3	18	32.84	47.76	19.40
2019-20	3	61	27	19	12	58	6	26	46.55	32.76	20.69
2020-21	6	101	41	50	11	102	5	38	40.20	49.02	10.78
2021-22	5	67	30	32	10	72	0	39	41.67	44.44	13.89
	Total	1673	650	697	326	1673	122	343	38.85	41.66	19.49

Quarterwise Performance Report of CGRF UGVCL AHMEDABAD

Year:	No. of Grievances Pending at the beginning of the Qtr	No. of Grievances Received during the Qtr	No. of Grievances Disposed during the Qtr				No. of Grievances Pending at the end of the Quarter	No. of Sitzings of CGRF during the Quarter	% orders in favour of consumer	% orders in favour of Discom	% orders Of Settled cases
			In Favour of Consumer	In Favour of Discom	Settled / Withdrawn	Total					
2021-22(Q-1)	5	16	10	5	2	17	4	8	58.82	29.41	11.76
2021-22(Q-2)	4	27	10	13	1	24	7	11	41.67	54.17	4.17
2021-22(Q-3)	7	12	4	9	4	17	2	10	23.53	52.94	23.53
2021-22(Q-4)	2	12	6	5	3	14	0	10	42.86	35.71	21.43

UTILITY: UTTAR GUJARAT VIJ COMPANY LIMITED

YEAR: 2020-21 to 2021-22

ANNEXURE

Performance Report of CGRF UGVCL MEHSANA

Year:	No. of Grievances Pending at the beginning of the year	No. of Grievances Received during the Year	No. of Grievances Disposed during the Year				No. of Grievances Pending at the end of the year	No. of Sitzings of CGRF during the year	% orders in favour of consumer	% orders in favour of Discom	% orders Of Settled cases
			In Favour of Consumer	In Favour of Discom	Settled / Withdrawn	Total					
2020-21	0	29	12	12	3	27	2	14	44.44	44.44	11.11
2021-22	2	23	14	9	2	25	0	15	56.00	36.00	8.00
Total		52	26	21	5	52	0	29	50.00	40.38	9.62

Quarterwise (2021-22) Performance Report of CGRF UGVCL MEHSANA

Year:	No. of Grievances Pending at the beginning of the Qtr	No. of Grievances Received during the Qtr	No. of Grievances Disposed during the Qtr				No. of Grievances Pending at the end of the Quarter	No. of Sitzings of CGRF during the Quarter	% orders in favour of consumer	% orders in favour of Discom	% orders Of Settled cases
			In Favour of Consumer	In Favour of Discom	Settled / Withdrawn	Total					
2021-22(Q-1)	2	9	7	4	0	11	0	6	63.64	36.36	0.00
2021-22(Q-2)	0	5	1	1	1	3	2	2	33.33	33.33	33.33
2021-22(Q-3)	2	6	4	3	1	8	0	5	50.00	37.50	12.50
2021-22(Q-4)	0	3	2	1	0	3	0	2	66.67	33.33	0.00