

STATUS OF DISPOSAL OF GRIEVANCES BY THE CGRFs DURING THE QUARTER-1 (FY-2025-26)
(PASCHIMANCHAL VIDYUT VITRAN NIGAM LTD.)

Month From : (04/2025) Month To : (06/2025)

Sr.No.	LEVEL OF FORUM	NAME OF FORUM WITH CODE	No. of Grievances outstanding at the close of previous quarter	No. of Grievances received during the quarter	No. of Grievances disposed during the quarter	No. of Grievances pending at the close of the quarter	No. of Grievances pending which are older than two months	No. of sittings of CGRFs in the quarter
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
1	COMPANY	PVVNL DISCOM (40000)	1	1 Case received From Moradabad Zone CGRF	0	2	1	10
TOTAL FOR COMPANY LEVEL			1	1	0	2	1	10
Zone Level								
1	ZONE	SAHARANPUR (46000)	15	1 Case received From Meerut Zone 1 CGRF	3	13	13	11
2	ZONE	MUZAFFARNAGAR	15	0	14 Cases Trans. To EDC-1 Muzaffarnagar & 1 Case Trans. To EUDC Muzaffarnagar	0	0	0
3	ZONE	GHAZIABAD 1 (42000)	0	0	0	0	0	0
4	ZONE	GHAZIABAD 2	1	0	0	1	1	2
5	ZONE	GHAZIABAD 3	0	0	0	0	0	0
6	ZONE	NOIDA (45000)	0	2	0	2	2	0
7	ZONE	MEERUT 1 (43000)	10	08 (5 Cases Received From EUDC Meerut & 3 Fresh Cases)	1 Disposed & 1 Case Trasfer Sahranpur Zone CGRF	16	16	1
8	ZONE	BULANDSHAHAR (41000)	1	1	1 Cases Trans. To EDC-1 Bulandshahar	1	1	0
9	ZONE	MORADABAD (44000)	22	0	1 Case Trans. To Company/Discom Level CGRF	21	21	0
10	ZONE	GAJRAULA	24	0	0	24	24	1
11	ZONE	MEERUT 2	1	0	0	1	1	1
TOTAL FOR ZONE LEVEL			89	12	4 Cases Disposed & 18 Cases Transferred	79	79	16
Circle Level								
1	CIRCLE	EUDC 2 NOIDA	0	6	0	6	5	0
2	CIRCLE	EDC HAPUR	11	0	4	7	7	5
3	CIRCLE	EDC LONI	2	1	2	1	0	1
4	CIRCLE	EUDC 3 GHAZIABAD	0	0	0	0	0	0
5	CIRCLE	EUDC MUZAFFARNAGAR	0	1 Case received From Muzaffarnagar Zone CGRF	0	1	0	0
6	CIRCLE	EUDC MORADABAD	4	0	0	4	4	0
7	CIRCLE	EDC 2 MUZAFFARNAGAR	0	0	0	0	0	0
8	CIRCLE	EUDC 1 GHAZIABAD	0	0	0	0	0	0
9	CIRCLE	EUDC MEERUT	5	0	5 Cases Trans. To Meerut Zone-1	0	0	0
10	CIRCLE	EDC RAMPUR	2	0	0	2	2	0
11	CIRCLE	EDC GHAZIABAD	3	1	1	3	3	9
12	CIRCLE	EDC BIJNOR	0	0	0	0	0	0
13	CIRCLE	EDC 1 BULANDSHAHAR	1	1 Case Received From Bulandshahar Zone CGRF	1	1	0	1
14	CIRCLE	EDC 1 MEERUT	6	0	0	6	6	1
15	CIRCLE	EDC BAGHPAT	2	0	0	2	2	1
16	CIRCLE	EUDC SAHARANPUR	0	0	0	0	0	0
17	CIRCLE	EDC 2 MEERUT	7	0	0	7	7	0
18	CIRCLE	EDC DHAMPUR	0	0	0	0	0	0
19	CIRCLE	EUDC 2 GHAZIABAD	4	0	2	2	2	3
20	CIRCLE	EDC 1 MUZAFFARNAGAR	0	14 Case Received From Muzaffarnagar Zone CGRF	0	14	14	0
21	CIRCLE	EUDC 1 NOIDA	0	0	0	0	0	0
22	CIRCLE	EDC 1 SAHARANPUR	0	0	0	0	0	0
23	CIRCLE	EDC AMROHA	0	0	0	0	0	0
24	CIRCLE	EDC 2 SAHARANPUR	FORMATION UNDER PROCESS					
25	CIRCLE	EDC SHAMLI						
26	CIRCLE	EDC 1 MORADABAD						
27	CIRCLE	EDC 2 BULANDSHAHAR						
28	CIRCLE	EDC SAMBHAL						
29	CIRCLE	EDC 3 BULANDSHAHAR						
TOTAL FOR CIRCLE LEVEL			47	24	10 Disposed & 05 Cases Transferred	56	52	21