

	<b>CONSUMER GRIEVANCES REDRESSAL FORUM</b> <b>DAKSHIN GUJARAT VIJ COMPANY LIMITED</b> <b>CIN U40102GJ2003SGC042909</b>
	Regd. & Corporate Office: "Urja Sadan", Nana Varachha Road, Kapodara Char Rasta, SURAT- 395 006
	Telephone: (0261) 2506 100/200/180 Fax: (0261) 2572636
	Website: www.dgvcl.com, e-mail: eegerc.dgvcl@gmail.com

No. DGVCL/C&R/CGRF/21-22/21

Date:

### QUARTERLY REPORT BY FORUM

Name of the Forum : CGRF DGVCL Surat

Quarter : 1<sup>st</sup> Quarter

Financial Year : 2021-22

1.0 Status of Grievances Redressal

Sr. No	Parameters		Delay in restoring supply	Quality of supply	Meter problem	Billing problems	Quality of service	Delay in connection.**	Others	Total
1	Grievances Pending at the end of previous quarter		1	0	0	12	0	2	1	16
2	Grievances received during the quarter		1	0	0	11	0	2	12	26
3	Total Grievances (1+2)		2	0	0	23	0	4	13	42
4	Grievances redressed during the quarter		2	0	0	11	0	1	1	15
5.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	0	0	1	0	0	1	2
		b) After 30 days	2	0	0	10	0	1	0	13
6	Balance Grievances to be redressed (3-4) at the end of the quarter		0	0	0	12	0	3	12	27
7	Grievances pending for more than 30 Days		0	0	0	9	0	2	5	16

(* includes all applications for New Connection, Additional Load, Reduction of Load, Shifting of connection etc.)	
Final Hearing Completed and only pending for issue of orders	06
Number of cases redressed in favour of Licensee	08
Number of cases redressed in favour of Consumer	05
Number of cases settled in the quarter	02
Number of Sittings in the quarter	06
Number of Sittings attended by Chairperson	06
Number of Sittings attended by member independent	06
Number of Sittings attended by member technical	06

## Annexure 2

### 2.0 Status of compliance by licensee

- a. 15 Out of the total 42 number of grievances successfully redressed during the quarter, state number of grievances in which the order specifies directions for the licensee:
- b. Describe the status of licensee's compliance against each such grievance, which contains the details like (i) Date of order, (ii) Time limit Specified by the Forum in the order, (iii) Date of compliance, etc.

#### Status of licensee's compliance against grievance

Sr. No	Case no	Name of Complainant	Dt. of Inward Receipt / Dt. of complaint.	date of order [time limit]	Details in brief of Directives given	Time limit specified by the Forum in the order	Date of compliance	Nos of DayDelay .
1	2	3	4	5	6	7	8	9
<b>Quarter No.I CASES [April -2021 to June-2022]</b>								
0	134/2020-21	M/s. Jivan Jyot Motors Pvt. Ltd., Jivan Ganga Nagar, Beside : Jivan Jyot Theatre, Udhna Main Road, Surat	12.01.2021	29.01.2021 <b>Order</b> <b>Dt.19.06.2021</b>	Order to refund the Excess M.D. Bill of Rs.1, 61,505 of Month-Jun-2019, Rs.1, 23,765 of Month-Jul-2019 and Rs.1,48,185 of Month-Nov-2019.	30 days	-	Under implementation
0	154/2020-21	Aisabibi Ibrahim Ibrahim Kuvawala, Bundar Road, Sanjan Ta: Umargam, Dist: Valsad,	17.02.2021	10.03.2021, 30.03.2021, 17.06.2021 & 30.06.2021	<b>Pending</b>	--	--	--
0	159/2020-21	Shri Ramjibhai Dhanjibhai Patel, C/O Raj Ply Industries, Behind Atithi Hotel, At: Chavaj, Ta & Dist: Bharuch	01.03.2021	31.03.2021,17.06.2021 & 28.06.2021 <b>Order</b> <b>Dt.29.06.2021</b>	Order to refund the supplementary bill of R.1,71,796.39	30 days	--	proposed for appeal before High Court
0	160/2020-21	Lord Krishna English Medium School, Opp. Rameshwar Mahadev temple, Nr. Palanpur Jakatnaka, Palanpur Road, Adajan,	02.03.2021	17.06.2021 <b>Order</b> <b>Dt.19.06.2021</b>	The electricity bills given during Lok down are as per rules			
0	161/2020-21	Raghuvir Developers and Build, SH no.-110 & 111 Raghuvir Celeum, Surat-Kadodara Main Road, Surat	02.03.2021	18.06.2021 <b>Order</b> <b>Dt.19.06.2021</b>	The electricity bills given considering minimum charge are as per rules	--	--	--

0	162/2020-21	Shri Dipakbhai Naranbhai Ahir, At & Po. Khergam, Bahej Road, Ta-Khergam, Dist-Navsari	02.03.2021	18.06.2021 & 30.06.2021	<b>Pending</b>	--	--	
0	163/2020-21	M/s Shree Chamunda Stone Quarry, At & Po. Vadi, Ta-Umarpada, Dist-Surat	03.03.2021	18.06.2021 & 28.06.2021 <b>Order Dt.29.06.2021</b>	Order to refund the supplementary bill of Rs.3,84,028.10 and Rs.1,11,649.	30 days		proposed for appeal before High Court
0	164/2020-21	M/s. Kottex Industries Pvt. Ltd., Block No.481/B, Plot No.A-22-23, Gujarat Eco Textiles Park, Baleshwar, Ta-Palsana, Dist-Surat	04.03.2021	19.06.2021 <b>Order Dt.29.06.2021</b>	Order to give the power factor rebate of Rs.9,838.36 and correct the bill of the month-Apr-2016 as per tariff.	30 days	--	Under implementation
0	165/2020-21	M/s. Kottex Industries Pvt. Ltd., Block No.291,292A & 287, Plot No.B-6, Gujarat Eco Textiles Park, Baleshwar, Ta-Palsana, Dist-Surat	04.03.2021	19.06.2021 <b>Order Dt.29.06.2021</b>	Order to give the power factor rebate of Rs.29,459.53 and correct the bill of the month-Apr-2016 as per tariff.	30 days	--	Under implementation
0	166/2020-21	Shri Govindbhai Ravjibhai, Plot No.49, Sneha Mura Society, Nana VarachhaRoad, Kapodra, Surat	06.03.2021	18.06.2021 <b>Order Dt.19.06.2021</b>	Supplementary bill given to applicant of Rs. 89,936.74 of 74.44 % slowness is as per rules and payable.	--	--	--
0	167/2020-21	Shri Dineshkumar Sonraj Shah, V-540, Ashirwad Place, Behind Sivkor Nagar, Bhatar Road, Surat	12.03.2021	19.06.2021 & 28.06.2021	<b>Pending</b>	--	--	--
0	168/2020-21	Anandi Ma Guru Dhyan Yogiji Kendra, At & Po. Nikora Via Shulkirth, Ta & Dist: Bharuch	18.03.2021	17.06.2021	<b>Pending</b>	--	--	--
0	169/2020-21	Shri Harsh Vishalbhai Patel, 65,Ghanshyam Ind Estate-1, Jolwa, Ta-Palsana Dist-Surat	19.03.2021	19.06.2021 <b>Order Dt.19.06.2021</b>	Order to revise bill of month-Jun-2020 from 3355 KWh unit to 8905 KWh unit which will be payable as average bill given to consumer during Lok down was already cancelled by the Respondent.	--	--	--
0	170/2020-21	Shri Jayeshkumar Gulabbhai Mistri, N.H.-8, Near Jayhind Hotel, Thala Ta-Chikhli Dist-Navsari	19.03.2021	30.06.2021	<b>Pending</b>			
0	171/2020-21	Shri Mahmud Sidik Mahmud Abdulhai Surati, Resi-Nur Nagar, Vankaner, Ta-Bardoli, Dist: Surat	23.03.2021	19.06.2021 <b>Order Dt.19.06.2021</b>	Applicant electricity connection disconnected due to nonpayment of last 6 bills.	--	--	--
0	172/2020-21	Indus Towers Ltd., 103-Baleshwar square, S.G.Highway, Opp. Iskon temple, Ahmedabad-380015	23.03.2021	30.06.2021	<b>Pending</b>	--	--	--

1	01/2021-22	Shivshankar Lalta Chauhan, Shivshankar Apartment, Nehru Nagar, Village Kudsad, Tal. Olpad, Dist. Surat-394110	05.04.2021	28.06.2021 <b>Order</b> <b>Dt.29.06.2021</b>	The respondent is responsible for delaying given electricity connection to the applicant on unnecessary pretext.		--	
2	02/2021-22	Mr. Ranchhodbhai R. Chaudhari, At & Po. Virpur, ta.Vyara Dist. Tapi- 394650	05.04.2021	29.06.2021	<b>Pending</b>			
3	03 Review of 139/2020-21	M/s. Areha Elastin FIBC Pvt. Ltd., At: Abrama Ta & Dist: Navsari	06.04.2021	29.06.2021	<b>Pending</b>	--	--	--
4	04/2021-22	Sunitaben Arvindbhai Patel, Plot No. - 14, Aavakar Ind. Bamroli, Surat	12.04.2021	29.06.2021 <b>Order</b> <b>Dt.29.06.2021</b>	The electricity bill given is as per reading recorded in meter.	--	--	--
5	05/2021-22	Shri Shashikant Shankarbhai Tandel, At & Po. Bhadeli, Desai Parti, Ta & Dist: Valsad	07.04.2021	<b>settled</b>	Complain is rejected by the forum as per Clause No. 2.33 para (ii) of notification 2/2019.	----		
6	06/2021-22	Shri Dhirubhai Ramanbhai Patel, At & Po Panchlai (Mota Falia), Ta. Pardi Dist. Valsad	22.04.2021	30.06.2021	<b>Pending</b>	--	--	
7	07/2021-22	Ratansinh Shreechand Yadav, D/83, Piplod Police line, Umaragam Road, Surat	28.04.2021	29.06.2021 <b>Order</b> <b>Dt.29.06.2021</b>	Applicant electricity connection disconnected due to nonpayment of bill. Applicant connection to be reconnects if he pay the reconnection charge.		--	
8	08/2021-22	Farook S. Waghbakriwala, 23/24- Silparaaz row house, behind Silparaaz bldg, Adajan Patia, Rander Road, Surat-Cons. No. 12306/05807/5	05.05.2021	0	Hearing pending	--		
9	09/2021-22	Farook S. Waghbakriwala, 23/24- Silparaaz row house, behind Silparaaz bldg, Adajan Patia, Rander Road, Surat-Cons. No. 12306/05807/5	05.05.2021	0	Hearing pending	--	--	--
10	10/2021-22	Farook S. Waghbakriwala, 23/24- Silparaaz row house, behind Silparaaz bldg, Adajan Patia, Rander Road, Surat-Cons. No. 12306/01300/4	05.05.2021	<b>settled</b>	Complain is rejected by the forum as per Clause No. 2.33 para (i) of notification 2/2019.		--	
11	11/2021-22	Farook S. Waghbakriwala, 23/24- Silparaaz row house, behind Silparaaz bldg, Adajan Patia, Rander Road, Surat-Cons. No. 12306/05030/9	05.05.2021	0	Hearing pending	--	--	

12	12/2021-22	Farook S. Waghbakriwala, 23/24-Silparaaz row house, behind Silparaaz bldg, Adajan Patia, Rander Road, Surat-Cons. 12306/05807/5	05.05.2021	0	Hearing pending	--		
13	13/2021-22	Shri Ashokkumar Chimanlala Panchal, At & Po. Thala, Near Bagladev temple, Ta. Chikhli Dist. Navsari	11.05.2021	0	Hearing pending		--	--
14	14/2021-22	Shri Jitendrasinh Kishorsinh Kathavadiya, C/O. Mansiben Jitendrasinh Kathavadiya, B/53-Devnarayan Society, Vadiya, Ta. Rajpipla, Dist. Narmada	27.05.2021	0	Hearing pending	--	--	--
15	15/2021-22	Dr. M. A. Azad, C/o. Laxmiprasad Jayshankar Dave, At & Po. Ambheta Ta. Gandevi Dist. Navsari	28.05.2021	0	Hearing pending	--	--	
16	16/2021-22	Shree Rang Pulse Mills, L.S.No.42, Nr.Dinesh Mill, Bhakodra, Ta.Ankleshwar, Dist:Bharuch	14.06.2021	0	Hearing pending	--	--	
17	17/2020-21	Shiv Shankar Lalta Chauhan, 647/1, Janvi Apartment, Nehru Nagar, Village Kudsad, Tal. Olpad, Dist.Surat- 394 110.	14.06.2021	0	Hearing pending	--	--	--
18	18/2021-22	Ms. Avadh Shangrila co. Ms. Anjani Developers, Near Sanskar Vidhya Sankul, Opp. Aman Restaurant Kadodara Palsana Highway, Baleshwar Ta:Palsana Dist:Surat317	15.06.2021	0	Hearing pending	--	--	--
19	19/2021-22	Shri Ajay kumar Jain Shop No. KG-1 Rahulraj Mall Surat	28.06.2021	0	Hearing pending	--	--	
20	20/2021-22	Shri Ajay kumar Jain Shop No. KG-3 Rahulraj Mall Surat	28.06.2021	0	Hearing pending		--	
20	21/2021-22	Shri Damjibhai Bhikhabhai Dholiya, Shop No.107, First Flour, Rahulraj Mall Surat	28.06.2021	0	Hearing pending	--	--	--
22	22/2021-22	Smt. Sangitaben Jitendrakumar Bhanshali, Shop No. HS-40, Ground Flour, Rahulraj Mall, Surat	28.06.2021	0	Hearing pending			
23	23/2021-22	Shri Sanjay Dharamchand jain, Shop No. KG-2, Ground Flour, Rahulraj Mall Surat	28.06.2021	0	Hearing pending	--		
24	24/2021-22	Shri Manish Girdharlal Gandhi, Shop No. 235, Second Floor, Rahulraj Mall Surat	28.06.2021	0	Hearing pending		--	

25	25/2021-22	Smt. Sangitaben Jitendrakumar Bhanshali, Shop No. HS-52, Ground floor, Rahulraj Mall	28.06.2021	0	Hearing pending	--	--	--
26	26/2021-22	Shri Jayeshkumar Sonraj Shah, Shop No. 1-B, Ground Floor, Rahulraj Mall Surat	28.06.2021	0	Hearing pending		--	