

Quarter

(APR.21 TO JUN.21)

Financial Year

2021-22

Sr.No	Parameter	Delay in Restoring Supply	Quality of Supply	Meter Problem	Billing Problems	Quality of Service	Others	Total
1	Grievances Pending at end of previous quarter				2		3	5
2	Grievances recieved during the quarter				9		7	16
3	Total grievances (1+2)				11		10	21
4	Grievances redressed during the quarter				9		8	17
5	Balance grievances to be attended (3-4)				2		2	4
6	Grievances successfully redressed during the quarter	Within 45 days			7		7	14
		After 45 days			2		1	3
		Total			9		8	17
7	Grievances in the process of redressal				2		2	4
8	Grievances pending for More than 30 days				2		1	3
9	Number of cases redressed in favour of Licensee				3		2	5
10	Number of cases redressed in favour of Consumers				5		5	10
11	Others (S/W)				1		1	2
12	No. of sittings in the quarter				8			
13	No. of sittings attended by Chairperson				8			
14	No. of sittings attended by Technical Member				6			
15	No. of sittings attended by Independent Member				8			

Format II

Status of implementation of order of CGRF issued in favour of consumers (during the current quarter)

Name of the Forum:

UGVCL

Quarter:

I

Year:2021-22

Sr No	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgement No. & Date	Order of CGRF in brief	Time period given in order for implementation	Wheather consumer approached the Ombudsman? Yes/No	Status of CGRF order implementation (Provide date of completion in case order is implemented)
1	UGA-04-019-2020-21	Parmar Ishvarbhai Virchandbhai	Fluctution in voltage at consumer's premises evenafter load extension from 0.5 to 4.5 done by consumer	92/3.4.21	Forum ordered UGVCL to resolve the complaint after doning necessary rectification in network	21 days from the date of receipt of order	NO	
2	UGA-04-020-2020-21	Barot Motibhai Jethabhai	Fluctution in voltage at consumer's premises evenafter load extension from 0.5 to 5.0 done by consumer	93/3.4.21	Forum ordered UGVCL to resolve the complaint after doning necessary rectification in network	21 days from the date of receipt of order	NO	
3	UGA-04-021-2020-21	Dr. Chirayu Hemant Jayswal	Objection raised against consumer no.23912000468 and 23912001111 and complainant asked UGVCL to cancel these connections.	100/9.4.21	As both existing consumers of 239120004698 and 23912001111 are expired and now there is a need of name change on UGVCL office record. So forum considered this dispute and ordered complainant and affected party to change name of both consumers. Forum also ordered to UGVCL to disconnect power supply of both consumers till name change issue resolved.	21 days from the date of receipt of order	NO	
4	UGA-04-023-2020-21	Somabhai Kavabhai Ninama	Complainanat represented forum to reconnect the connection of consumer, which was ordered earlier to disconnect by forum against case no.UGA-03-011-2020-21 as a part of evidence new DILR sheet mentioning ownership of land and existing position of electric poles within it.	102/15.5.21	After referring evidence forum ordered to reconnect electric connection as mentioned.	21 days from the date of receipt of order	NO	
5	UGA-01-002-2021-22	Care Pharma Care	Objection against supplementary bill of calculation due to wrong MF given by UGVCL	104/15.5.21	Forum ordered to considered supplementary bill period for 5 years.	21 days from the date of receipt of order	NO	
6	UGA-01-004-2021-22	Ghanchi Ismailbhai Abdubhai	Land owner requested to disconnect the power supply of 24001101335 (on complainant's name) after change of ownership of land.	121/5.6.21	Forum ordered to disconnect power supply of conumer no.24001101335.	21 days from the date of receipt of order	NO	
7	UGA-01-007-2021-22	Patel Pramodkmar Ashabhai	Complainanat represented forum to review high amount of bill given by UGVCL.	137/19.6.21	Forum reviewed high amount bill and ordered UGVCL to revise said bill as mentioned in order.	21 days from the date of receipt of order	NO	

8	UGA-01-008-2021-22	Nikunj K Patel	Complainant requested forum to cancel wrong bill issued by UGVCL in the year 2016	129/11.6.21	Forum ordered to cancel the said bill	21 days from the date of receipt of order	NO	
9	UGA-01-011-2021-22	BD Overseas and Fiscal Services Ltd	Complainant represented forum to grant new 1ph connection	145/25.6.21	Forum ordered UGVCL to give new 1ph temporary connection.	21 days from the date of receipt of order	NO	
10	UGA-01-014-2021-22	Jyotiben Jnardanbhai Purohir	Complainant represented forum to give new connection in place of old PDC connections (1) 74502221350 (2) 74502219746	146/25.6.21	Forum ordered UGVCL to accept complainant's application for new connection and release new connections on consumer's name.	21 days from the date of receipt of order	NO	

Format II

Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)

Name of the Forum UGVCL

Sr No	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgement No. & Date	Order of CGRF in brief	Time period given in order for implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order implementation (Provide date of completion in case order is implemented)
1	UGA-03-028-2020-21	A Mohan Servai	Wrong Bill during Lockdown period	8/7.1.21	DE, Kathwada is instructed to prepare bill of 3500 units for only month of Jun.20 instead of 12001 units considered for 3 months and give to appellant and do any adjustment credit/refund in consumer's energy bill account if any.	21 days from the date of receipt of order		
2	UGA-03-031-2020-21	Ashit Shrivastav (Ch.Sangam Ghuma Co-Op.Hou-So)	Wrong bills prepared	10/7.1.21	After study of MRI,energy bill of actual consumption amount given to appellant	21 days from the date of receipt of order		
3	UGA-03-032-2020-21	Kharadi Narsinhbhai Dhamaji	Disconnection of 29425002517	23/30.1.21	DE, Bhiloda-1 is instructed to disconnect 29425002517 if documents regarding name change will not be submitted within 10 days.	21 days from the date of receipt of order		
4	UGA-03-033-2020-21	Patel Jagdishbhai Shamalbhai	Wrongly issued penalty bill and reconnect removed meter	21/30.1.21	DE Modasa (T) is instructed to reconnect energy meter of 24501290030 and wrongly issued penalty bill to this consumer must be reissued to actual guilty consumer.	21 days from the date of receipt of order		
5	UGA-04-001-2020-21	Patel Bhavin Mahendrabhai	Wrong bill	32/5.2.21	Refund the paid amount agaist wrong bill	21 days from the date of receipt of order		
6	UGA-04-002-2020-21	Patel Bharatbhai Maganbhai	Delay in new connection	22/30.1.21	Forum observed about objection for erection of new HT line (required to give new connection to appellant), as an option to release this connection from nearest LT line. Forum ordered to release connection from LT line.	21 days from the date of receipt of order		
7	UGA-04-004-2020-21	Antiq Extrusion Pvt Ltd.	Refund of Electricity Duty	47/20.2.21	Electricity Duty Refunded	21 days from the date of receipt of order		
8	UGA-04-005-2020-21	Rachna Infrastructure Ltd.	Refund of Electricity Duty	48/20.2.21	Electricity Duty Refunded	21 days from the date of receipt of order		
9	UGA-04-006-2020-21	Dazzle Wood Products	Wrong recovery of fix charge	53/20.2.21	Forum ordered to refund excess fix charge (as per audit report recovery) and ordered to consider 54 KW instead of 75 KW	21 days from the date of receipt of order		

10	UGA-04-007-2020-21	AIA Engineering Ltd	Wrongly considered effective date of load reduction	52/20.2.21	Forum ordered to consider the date of load reduction as per date of inspection.	21 days from the date of receipt of order		
11	UGA-04-013-2020-21	Deligant Ginning Machinery Ltd	Supplimentary bill of Merger connections for Oct.13 to Aug.18	62/26.2.21	Forum ordered to consider merging from issuance of 1st notice to consumer from DE Kathwada (Ind)	21 days from the date of receipt of order		
12	UGA-04-015-2020-21	P S Kharadi	Wrong energy bill	63/26.2.21	Forum ordered to revise energy bill as per actual reading received from MRI data and refund excess paid amount if any	21 days from the date of receipt of order		
13	UGA-04-018-2020-21	Parshwnath Atlantis Park Owners Welfare Association	Wrong PDC connections, tariff change and time of use discount in WW connection.	86/26.2.21	Forum ordered to change society's Lift tariff from NRGF to RGPR since date of issuance of circular, after studying MRI data time of use discount to be credited in energy bill, review the security deposit of 76102211090 and give adjustment in next	21 days from the date of receipt of order		