

**ANNEXURE II**

**QUARTERLY REPORT BY FORUM**

**Name of the Forum: CGRF Mehsana.**

**Quarter: 1 Financial Year: 2021-22**

**Format I**

<b>Sr. No.</b>	<b>Parameters</b>	<b>Delay in Restoring Supply</b>	<b>Quality of Supply</b>	<b>Meter Problems</b>	<b>Billing Problems</b>	<b>Quality of Service</b>	<b>Others</b>	<b>Total</b>	
1	Grievances pending at the end of previous quarter	0	0	1	1	0	0	2	
2	Grievances received during the quarter	1	0	0	5	0	3	9	
3	Total grievances (1+2)	1	0	1	6	0	3	11	
4	Grievances redressed during the quarter	1	0	1	6	0	3	11	
5	Balance grievances to be attended (3-4)	0	0	0	0	0	0	0	
6	Grievances successfully redressed during the quarter	Within 30 day	0	0	0	3	0	2	5
		After 30 days along with reasons in brief	1	0	1	3	0	1	6
		Total	1	0	1	6	0	3	11
7	Grievances in the process of redressal	0	0	0	0	0	0	0	
8	Grievances pending for more than 30 days along with reasons in brief	0	0	0	0	0	0	0	
9	Number of Cases redressed in favour of the Licensee	0	0	0	4	0	0	4	
10	Number of Cases redressed in favour of the Consumers	1	0	1	2	0	3	7	
11	Others	0	0	0	0	0	0	0	
12	No. of sittings in the quarter	6							
13	No. of sitting attended by the Chairperson	6							
14	No. of sitting attended by the Technical Member	3							
15	No. of sitting attended by the Independent Member	6							

**\* For want of additional information.**

**Format II**

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

<b>Sr. No.</b>	<b>Case No.</b>	<b>Name of Applicant</b>	<b>Subject of the case in brief</b>	<b>CGRF Judgment No. and Date</b>	<b>Order of CGRF in brief</b>	<b>Time period given in order for implementation</b>	<b>Whether consumer approached the Ombudsman? Yes/No</b>	<b>Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)</b>
1	<b>UGM-04-003-2020-21</b>	Nayak Bharatkumar Chunilal	Supplementary bill given to the consumer due to meter display off.	20 / 21/05/2021	UGVCL to revise bill as per Supply Code Clause No.6.58.	30 Days	No	Revised bill given and Rs.14510.91 is credited in billing account of the consumer.
2	<b>UGM-01-001-2021-22</b>	Parmar Bababhai Vashrambhai	Removal of line passing over the house and private plot of the consumer.	40 / 19/06/2021	UGVCL to shift line passing over the house and private plot of consumer.	60 Days	No	Complainant has restricted UGVCL to carry out work as he is suffering from Corona Covid-19.
3	<b>UGM-01-002-2021-22</b>	Principal, Jayrupnagar (Ya) Primary School.	To connect electricity connection.	24 / 21/05/2021	Issue resolved before hearing. So, matter disposed off.	--	No	Electricity connection reconnected on 23/04/2021.

4	<b>UGM-01-003-2021-22</b>	Patel Vishnubhai Hargovanbhai	To refund wrongly charged Ujala fan in the bill.	22 / 21/05/2021	UGVCL to credit wrongly charged Ujala fan in the bill within 30 days.	30 days	No	Credited in the consumer billing account on 02/06/20201
5	<b>UGM-01-005-2021-22</b>	Patel Narsinhbhai Viththalbhai	Though estimate paid, underground shifting was not done.	23 / 21/05/2021	UGVCL to complete the work within 7 days.	7 days	No	UGVCL has completed the work of underground shifting on 24/05/2021.
6	<b>UGM-01-006-2021-22</b>	Patel Sakuntlaben Ramjibhai	Mistake in billing.	26 / 21/05/2021	Issue resolved before hearing. So, matter disposed off.	--	No	Issued resolved. Credit given in the billing account of consumer on 20/03/2021.
7	<b>UGM-01-007-2021-22</b>	Patel Chaturbhai Magandas	To disconnect the connection permanently.	25 / 21/05/2021	Issue resolved before hearing. So, matter disposed off.	--	No	Issue resolved on 19/05/2021.

