

QUARTERLY REPORT BY FORM

Name of the Forum : **CGRF-Surat, DGVCL, Surat.**

Quarter : 1st Quarter Financial Year : 2021-22.

Sr. No	Parameters	Delay in restoring supply	Quality of supply	Meter problem	Billing problems	Quality of service	Others	Total	
1	Grievances Pending at the end of previous quarter	0	0	0	12	0	15	27	
2	Grievances received during the quarter	1	4	0	23	0	22	50	
3	Total Grievances (1+2)	1	4	0	35	0	37	77	
4	Grievances redressed during the quarter	1	0	0	23	0	29	53	
5	Balance Grievances to be redressed (3-4)	0	4	0	12	0	8	24	
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	0	0	5	0	11	16
		b) After 30 days	1	0	0	18	0	18	37
7.	Grievances in the process of redressal	0	2		4		4	10	
8.	Grievances pending for more than 30 Days	0	1	0	3	0	2	06	
9	Number of Cases redressed in favour of the Licensee	0	0	0	9	0	11	20	
10	Number of Cases redressed in favour of the Consumers	1	0	0	7	0	15	23	
11	Others	0	0	0	7	0	3	10	
12	No. of sittings in the quarter	17							
13	No. of sitting attended by the Chairperson	15							
14	No. of sitting attended by the Technical Member	17							
15	No. of sitting attended by the Independent Member	17							

Annexure 2

Format II.

Status of pending implementation of order of CGRF issued in favour of consumers (during the Current quarter)-Jul- Sep-2021.

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and 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 compliance in case order is implemented)
1.	154/2020-21	M/s. PNP Polymers Pvt Ltd, 3008, World Trade Center, Ring Road, Surat-395002.	Recovery due to Finalization of EHT bill	Dt. 29.07.2021	Order to cancelled the final bill	30 Day		Process for appeal before High Court
2.	167/2020-21	Shri Dineshkumar Sonraj Shah, V-540, Ashirwad Place, Behind Sivkor Nagar, Bhatar Road, Surat	New electricity connection	Dt.17.07.2021	Electricity connection has to be given after submission of ownership of premise with application..	30 Day		Pending due to guideline of corporate office against the order of CGRF at corporate office
3.	168/2020-21	Anandi Ma Guru Dhyani Yogiji Kendra, At & Po. Nikora Via Shulktirth, Ta & Dist: Bharuch	Regarding Supplementary bill	Dt.17.07.2021	Reject the bill issued on dt.08.09.2021 and to issue supplementary bill for period of two year as per clause 6.84	30 Day	Yes	Appeal filed vide SCA/13696/2021 before Hon'ble High Court
4.	170/2020-21	Shri Jayeshkumar Gulabbhai Mistri, N.H.-8, Near Jayhind Hotel, Thala Ta-Chikhli Dist-Navsari	Regarding Supplementary bill for faulty meter period	Dt.16.07.2021	Order to cancel supplementary bill issued to the complainant.	30 Days		process for appeal before High Court
5.	172/2020-21	Indus Towers Ltd., 103-Baleshwar square, S.G.Highway, Opp. Iskon temple, Ahmedabad-380015	Regarding Supplementary bill for faulty meter period	Dt.16.07.2021	Order to cancel supplementary bill issued to the complainant.	30 Days		Process for appeal before High Court

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6.	16/2021-22	Shree Rang Pulse Mills, L.S.No.42, Nr.Dinesh Mill, Bhakodra, Ta.Ankleshwar, Dist:Bharuch	Supplementary bill for difference of tariff LT to HT due to MD more than 100KW	Dt.29.07.2021	Order to refund the supplementary bill of Rs.90498.38	30 Days		Process for appeal before High Court
7.	17/2020-21	Shiv Shankar Lalta Chauhan, 647/1, Janvi Apartment, Nehru Nagar, Village Kudsad, Tal. Olpad, Dist.Surat- 394 110.	Supplementary bill for difference of tariff change.	Dt.30.07.2021	Order to cancel the supplementary bill of amount Rs.80690.74 with revise bill for two year period prior to date of checking	30 Days		Supplementary bill for two year period prior to date of checking revised issued on Dt.23.08.2021 and difference of amount Rs2883 credited to consumer bill.
8.	19/2021-22	Shri Ajay kumar Jain Shop No. KG-1 Rahulraj Mall Surat	New electricity connection	Dt.29.07.2021	Order to electricity connection has to be given after submission of ownership of premise with application..	30 Days		Pending due to guideline of corporate office against the order of CGRF at corporate office
9.	20/2021-22	Shri Ajay kumar Jain Shop No. KG-3 Rahulraj Mall Surat	New electricity connection	Dt.29.07.2021	Order to electricity connection has to be given after submission of ownership of premise with application..	30 Days		Pending due to guideline of corporate office against the order of CGRF at corporate office
11.	22/2021-22	Smt. Sangitaben Jitendrakumar Bhanshali, Shop No. HS-40, Ground Flour, Rahulraj Mall, Surat	New electricity connection	Dt.29.07.2021	Order to electricity connection has to be given after submission of ownership of premise with application.	30 Days		Pending due to guideline of corporate office against the order of CGRF at corporate office

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12.	23/2021-22	Shri Sanjay Dharamchand jain, Shop No. KG-2, Ground Floor, Rahulraj Mall Surat	New electricity connection	Dt.29.07.2021	Order to electricity connection has to be given after submission of ownership of premise with application..	30 Days		Pending due to guideline of corporate office against the order of CGRF at corporate office
13.	24/2021-22	Shri Manish Girdharlal Gandhi, Shop No. 235, Second Floor, Rahulraj Mall Surat	New electricity connection	Dt.29.07.2021	Order to electricity connection has to be given after submission of ownership of premise with application..	30 Days		Pending due to guideline of corporate office against the order of CGRF at corporate office
14.	25/2021-22	Smt. Sangitaben Jitendrakumar Bhanshali, Shop No. HS-52, Ground floor, Rahulraj Mall	New electricity connection	Dt.30.07.2021	Order to electricity connection has to be given after submission of ownership of premise with application..	30 Days		Pending due to guideline of corporate office against the order of CGRF at corporate office
15.	26/2021-22	Shri Jayeshkumar Sonraj Shah, Shop No. 1-B, Ground Floor, Rahulraj Mall Surat	New electricity connection	Dt.30.07.2021	Order to electricity connection has to be given after submission of ownership of premise with application..	30 Days		Pending due to guideline of corporate office against the order of CGRF at corporate office
16.	28/2021-22	Smt. Pistadevi Rameshkumar Jain, Shop No.105, First Floor, Rahulraj Mall, Surat	New electricity connection	Dt.30.07.2021	Order to electricity connection has to be given after submission of ownership of premise with application.	30 Days		Pending due to guideline of corporate office against the order of CGRF at corporate office

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17.	29/2021-22	Sweety Suresh Narang, Shop No. 58, Ground Flour, Rahulraj Mall, Surat	New electricity connection	Dt.25.08.2021	Order to electricity connection has to be given after submission of ownership of premise with application..	30 Days		Pending due to guideline of corporate office against the order of CGRF at corporate office
18.	30/2021-22	Shri Rupak Bharatbhai Shah, Shop No.101B, First Flour, Rahulraj Mall, Surat	New electricity connection	Dt.30.07.2021	Order to electricity connection has to be given after submission of ownership of premise with application..	30 Days		Pending due to guideline of corporate office against the order of CGRF at corporate office
19.	38/2021-22	M/s. Jaisalmeria Enterprises, 136 RJD Textiles Park, Village:Ichhapore, Ta. Choryasi Dist: Surat	Regarding Supplementary bill for faulty meter period	Dt.13.08.2021	Order to revise bill from 1560Kwh unit to 63Kwh unit	30 Days		Bill revised and credit given to consumer account no. 14933040036
20.	45/2021-22	Shri Himmatsinh Umedsinh Parmar, Behind Kharwel Grampanchayat, At & Po. Kharwel Ta. Dharpur, Dist : Valsad	Not getting power supply in agriculture connection	Dt.14.09.2021	Order to replace fuse of distribution box and Cary out maintenance of HT/LT line to maintain power supply continuously.	30 Days		The complaint has been resolved by making necessary maintenance.
21.	51/2021-22	M/s.Agro packPlot No.227/1 GIDC , Panoli, Ta. Ankleshwar, Dist. Bharuch	approval for Solar connection	Dt.29.09.2021	Complain has been resolved by released solar connection on dt.02.09.2021.	30 Days		

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22.	52/2021-22	M/s. Agro pack, Plot No.226/1,226/2, GIDC, Panoli, Ta. Ankleshwar, Dist. Bharuch	refund of security deposit	Dt.29.09.2021	Order to refund the security deposit.	30 Days		
23.	55/2021-22	Shri Kamleshkumar Chandrakant Maheta, 184- Keshav park Society, Piraman Road, Ankleshwar, Dist: Bharuch	Refund of amount of Ujala lamp recovery	Dt.29.09.2021	Order to refund the amount recovered in term of UJALA EMI from applicant.	30 Days		

Format II.**Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)-Apr-Jun-2021.**

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and 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 compliance in case order is implemented)
1	134/2020-21	M/s. Jivan Jyot Motors Pvt. Ltd., Jivan Ganga Nagar, Beside : Jivan Jyot Theatre, Udhna Main Road, Surat	Refund of Excess M.D. Bill during meter faulty	Dt.19.06.2021	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		Credit given in the bill of month Sep-2021
2	159/2020-21	Shri Ramjibhai Dhanjibhai Patel, C/O Raj Ply Industries, Behind Atithi Hotel, At: Chavaj, Ta & Dist: Bharuch	Supplementary bill for difference of tariff LT to HT due to MD more than 100KW	Dt.29.06.2021	Order to refund the supplementary bill of R.1,71,796.39	30 days		Processed for appeal before High Court
3	163/2020-21	M/s Shree Chamunda Stone Quarry, At & Po. Vadi, Ta-Umarpada, Dist-Surat	Supplementary bill for difference of tariff LT to HT due to MD more than 100KW	Dt.29.06.2021	Order to refund the supplementary bill of Rs.3,84,028.10 and Rs.1,11,649.	30 days		Processed for appeal before High Court
4	164/2020-21	M/s. Kottex Industries Pvt. Ltd., Block No.481/B, Plot No.A-22-23, Gujarat Eco Textiles Park, Baleswar, Ta-Palsana, Dist-Surat	Refund of power factor rebate	Dt.29.06.2021	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	--	Credit given in the bill of month Aug-2021
5	165/2020-21	M/s. Kottex Industries Pvt. Ltd., Block No.291,292A & 287, Plot No.B-6, Gujarat Eco Textiles Park, Baleswar, Ta-Palsana, Dist-Surat	Refund of power factor rebate	Dt.29.06.2021	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		Credit given in the bill of month Aug-2021