

QUARTERLY REPORT BY FORUM

Aa per GERC Notification No. 02/19 & [Annexure-II]

Name of the Forum C.G.R.F., PGVCL, Bhavnagar.

Financial Year : 2021-22

Quarter :2nd Quarter (Jul--Sept. - 2021)

1 Status of grievance redressal

Sr. No	Parameters	Delay in Restoring Supply	Quality of Supply	Meter Problem	Billing Problem	Quality of service	Other	Total
1	Grievances pending at end of previous quarter.	0	0	3	9	6	10	28
2	Grievances received during this quarter	0	2	1	16	7	5	31
3	Total Grievances (1+2)	0	2	4	25	13	15	59
4	Grievances redressed during this quarter	0	2	4	14	8	9	37
5	Grievances successfully redressed during this Quarter	a) Within 30 days	0	0	3	1	2	6
		b) After 30 days along with reasons in brief. Reason : Due to Covid-19 situation less nos. of meetings could arranged and also applicants absence, delays the cases disposal.	0	2	1	13	8	7
6	Balance Grievances to be redressed (3-4) at the end of Quarter	0	0	0	11	5	6	22
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. (Mentioned above at Sr. No. 5.)	0	0	0	7	4	4	15

9	Number of Cases redressed in favour of Licensee	0	0	1	4	3	2	10
10	Number of Cases redressed in favour of Consumers.	0	1	2	5	0	5	13
11	Other	0	1	1	5	5	2	14
12	Nos. of seatings in the Quarter.	11						
13	Nos. of Seatings attended by Chairperson	11						
14	Nos. of Seatings attended by Technical Member	6						
15	Nos. of Seatings attended by Independent Member	10						

Format II

Status of implementation of order of CGRF issued in favour of consumer (during the current quarter) - July - Sept. - 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 completion in case order is implemented)
1	97/20-21	M/s Hariyana Air Product.	Regarding Non-granting of PDC to our HT Conn. Against issue of due of other consumer from our account.	2106 16.07.21	RESPONDENT IS DIRECTED TO REFUND SECUTIRY DEPOSIT OF RS. 16,50,300/- TO COMPLAINER M/S HARIYANA IAIR PRODUCTS WITHIN 30 DAYS.	30		SD refund proposal send for approval to circle office vide L No. BCD-2/Rev./HTSD/5815, Dt. 29.09.2021.
2	99/20-21	Vashrambhai Popatbhai Sunderbhai	Regarding Bill Double method billing for 1 connection.	1971 02.07.21	THE RESPONDENT IS DIRECTED TO CANCEL THE BILL ISSUED TO APPLICANT UNDER A1 TARIFF AND CREDIT THE AMOUNT PAID, AND ISSUED THE BILL UNDER TARIFF A-2 FOR 4752 + 1002-6655 UNIT			As per CGRF order Chuda Sdn credited amount into consumer no 74010/00575/0 Rs.3418.59 dt.13.07.2021.
3	104/20-21	Bhagwanbhai Vashrambhai Korat	Regarding Large amount Bill.	2463 19.08.21	THE RESPONDENT IS DIRECTED TO CANCEL THE BILL DTD. 20.04.20 OF 858 UNIT AND ISSUE AVERAGE BILL OF AVERAGE CONS. AFTER CHANGING NEW METER I..E. 02.10.20.			818 unit credited in consumer account as on date 27.08.2021 after considering 40 unit average bill deduction from 858 untis
4	107/20-21	Balvantbhai Savjibhai Vora	Regarding issue of bill without having Meter.	2053 12.07.21	THE RESPONDENT IS DIRECTED TO GIVE RL CONNECTION TO APPLICANT IF HE PROVIDES OWNERSHIP DOCUMENTS OF THAT PLACE AT VILL. VALUKAD. IF HE FAILS TO DO THAT.			Documents not submitted by Applicant as per the order of CGRF
5	2/21-22	Pathan fidahusain Rajahusain	Regarding New RL connection.	2147 23.07.21	THE RESPONDENT IS DIRECTED TO ACCEPT THE APPLICATION OF APPLICANT FOR NEW CONNECTION AND MAKE PROCEDURE TO GIVE NEW CONNECTION.			RC MR NO. 720616 DT. 17.8.21 FQ PAID 25.8.21 CON.37103086044
6	3/21-22	M/S Ambuja Cement.	Regarding New 3 phase connection.	2657 06.09.21	AS PER THE GERC ORDER AND RELEVANT DOCUMENTS IT IS ORDER THAT RESPONDENT HAS TO GIVEN NEW 5 HP CONN TO APPLICANT AT REQUESTED PLACE, AFTER OBTAINING NOC FROM APPLICANT THAT HIGH COURT ORDER WILL BE BOUND TO THEM.			APPLICANT HAS NOT PROVIDED RELEVANT DOCUMENTS AT SUBDIVISION OFFICE, SO PROCESS FOR GIVING NEW CONNECTION IS NOT STARTED.
7	15/21-22	Pratapbhai Merubhai Kathiya	Regarding New AG Connection.	1973 02.07.21	THE RESPONDENT IS DIRECTED TO GIVE NEW AG CONN. AS PER HIS DEMAND AT APPROPRIATE TIME. (DUE TO CYCLONE))			No any process for give Connection to consumer due all contractor gang of muli s/dn deputed at Amreli circle for Power restoration.
8	18/21-22	Patel Premjibhai Gordhanbhai	Regarding Meter unit jumped and large amount bill.	1972 02.07.21	RESPONDENT HAS TO REFUND /ADJUST THE AMOUNT OF 2826 UNIT AMOUNT IN APPLICANTS ACCOUNT IN NEXT BILL			As per CGRF order credit amount Rs45485.35 on dt.26.07.21 (id no.28294452-27-49)
9	20/21-22	Jadeja Hardipsinh Narendrasinh	Regarding Fast Meter unit jumped and large amount bill.	2103 16.07.21	RESPONDENT IS DIRECTED TO CANCEL THE BILL OF SEPT-OCT BUILD IN NOV-2020 DT. 15.11.20 OF 6136 UNITS AND ISSUE BILL OF SEPT-OCT-2020 FOR 576 UNITS OF AVRAGE BILL, WHICH IS PAYABLE TO APPLICANT.			As per CGRF order credit amount Rs.15412 on dt.22.07.21 (id no.28289266-70-68)

12	26/21-22	Lilaben Laxmanbhai Kagdiya	Regarding New Connection.	2654 06.09.21	THE RESPONDENT IS DIRECTED TO GIVE NEW AG CONN. WHEN APPLICANT PRODUCE THE NOC CONTAINING DETAILS LIKE MEMBERSHIP OF JOINT FARMING SOCIETY, SURVEY NO. OWNERSHIP FOR S.NO. 511, WATER SOURCE ETC.		As per CGRF order 3.6 not given by consumer of certificate for no Objection of Joining Farming society and once again inform to consumer by s/dn office vide letter no.9326 dt:24.09.21 for given NOC as per CGRF order , So process is pending for Connection.
13	36/21-22	Arunaben D. Bhatt and others	To provide powers from City Feeder to our Society.	2873 24.09.21	THE RESPONDENT IS DIRECTED TO CHECK OUT TECHNICAL FEASIBILITY OF PROVIDE POWER FROM URBAN FEEDER AND PROVIDE POWER FROM URBAN FEEDER.		In Matter, Limbdi Division office inform to limbdi-town sdn for CGRF Judgment.

Format II

Status of implementation of order of CGRF issued in favour of consumer (during the previous quarter)

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 completion in case order is implemented)
1	06/20-21	Agarwal METCAST PVT.LTD.	Regarding issue of HTP-I bill issued to our connection at Vill Ghanghali.	4195 07.12.20	THE RESPONDENT IS DIRECTED TO BILLED AS PER HTP-I TARIFF UP TO 17.04.18 AND HTP-IV TARIFF FROM 18.04.2018 TO 15.05.2018, AND DEMAND CHARGES BE LEVIED AS PER PARA 3.91 ACCORDINGLY, RESPONDENT SHALL REVERSE COMPLAINER'S BILL OF MAY 2018.			As per the CGRF order Proposal submitted approval as per CGRF order till awaited vide letter no. BRD/Rev/CGRF/Review Application/4652 Dtd.30.06.2021
2	09/20-21	Sureshbhai Mohanbhai Jambukiya	Regarding power supply for AG Conn.	4191 07.12.20	THE RESPONDENT HAS TO CHECK TECH. FEASIBILITY TO GIVE CONN FROM HVDS SCHEME AND INSTALL TRANSFORMER AT NEARBY PLACES, AND APPLICANT HAS TO COOPERATE FOR THE SAME.			The respondent has install transformer on 14.07.21 and connection is started.
3	53/20-21	Jigneshbhai Rameshbhai Sutariya	Regarding new AG Conn.	4190 07.12.20	THE APPLICANT HAS TO PRODUCE ALL THE DOCUMENT ON HIS NAME RELATED TO LAND OF S.NO.1045/23 AND THE OBJECTOR SH. VIRAMDEVSHINH K. GOHIL DOESN'T HAVE ANY DOCUMENT ON HIS NAME, SO SINCE ALL THE REVENUE RELATED DOCUMENTS ARE ON THE NAME OF APPLICANT, RESPONDENT HAS TO ISSUE NEW CONN. TO APPLICANT.			DE Vallbhipur wrote a letter to the Mamlatdar Vallbhipur vide letter no VLSA/Tech/3335 dt.02.07.2021 for actual physical site verification and reply got from Mamlatdar Vallbhipur vide letter no. Jamin/Vashi/845/In.No.3167/2021 Dt. 24.08.2021 but not clarification regarding physical actual site verification so against SDO Vallbhipur wrote letter vide VLSA/Tech/4606 dt.02.09.2021 for the same till no any reply got from Mamlatdar Vallbhipur.