

## Quarter

(JUL.21 TO SEP.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		2	4
2	Grievances recieved during the quarter				20		7	27
3	Total grievances (1+2)				22		9	31
4	Grievances redressed during the quarter				17		7	24
5	Balance grievances to be attended (3-4)				5		2	7
6	Grievances successfully redressed during the quarter	Within 45 days			17		7	24
		After 45 days						
		Total			17		7	24
7	Grievances in the process of redressal				5		2	7
8	Grievances pending for More than 30 days							
9	Number of cases redressed in favour of Licensee				10		3	13
10	Number of cases redressed in favour of Consumers				7		3	10
11	Others (S/W)						1	1
12	No. of sittings in the quarter	11						
13	No. of sittings attended by Chairperson	11						
14	No. of sittings attended by Technical Member	11						
15	No. of sittings attended by Independent Member	11						

**Format II**

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

**Name of the Forum:**

**UGVCL**

**Quarter:**

**II**

**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	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order implementation (Provide date of completion in case order is implemented)
1	UGA-01-015-2021-22	Patel Bharatkumar Madhavlal	Security Deposite trans	162/9.7.21	After receiving NOC from Sa	21 days from the date of receipt of order	NO	
2	UGA-01-016-2021-22	Kanubhai Valjibhai Kapadiya	Cancellation of new Ag	163/9.7.21	Forum ordered to consider e	21 days from the date of receipt of order	NO	
3	UGA-02-003-2021-22	Balusing Somansing Narve	Due to non proper mete	186/7.8.21	Forum ordered UGVCL to re	21 days from the date of receipt of order	NO	
4	UGA-02-005-2021-22	Akshat Icon Co-Op. Hou. Service Soc. Ltd.	UGVCL issued supplime	173/20.7.21	Forum ordered UGVCL to re	21 days from the date of receipt of order	NO	
5	UGA-02-007-2021-22	Pitambarbhai M. Vankar	Shifting of source of se	180/23.7.21	Forum ordered UGVCL for re	21 days from the date of receipt of order	NO	
6	UGA-02-008-2021-22	Mrudulaben Rameshchandra Shah	Higher bill of amount 2	187/7.8.21	After refering MRI data as e	21 days from the date of receipt of order	NO	
7	UGA-02-009-2021-22	Dineshbhai Chhotabhai Patel	Higher bill of con. No.2	188/7.8.21	Forum ordered UGVCL to re	21 days from the date of receipt of order	NO	
8	UGA-02-014-2021-22	Umiya Oil Mill	Less refund of Security	259/8.9.21	UGVCL has deducted 10100	21 days from the date of receipt of order	NO	
9	UGA-02-015-2021-22	Patel Prafulbhai Manubhai	Not accepting applicati	265/17.9.21	Forum ordered UGVCL to ac	21 days from the date of receipt of order	NO	
10	UGA-02-019-2021-22	Divya Hemant Shah	Wrong bill given from U	274/24.9.21	Forum ordered to cancel the	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-04-019-2020-21	Parmar Ishvarbhai Virchandbhai	Fluctuation in voltage at consumer's premises even after load extension from 0.5 to 4.5 done by consumer	92/3.4.21	Forum ordered UGVCL to resolve the complaint after doing necessary rectification in network	21 days from the date of receipt of order	NO	
2	UGA-04-020-2020-21	Barot Motibhai Jethabhai	Fluctuation in voltage at consumer's premises even after load extension from 0.5 to 5.0 done by consumer	93/3.4.21	Forum ordered UGVCL to resolve the complaint after doing 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 23912000468 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	Complainant 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 consider 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 consumer no.24001101335.	21 days from the date of receipt of order	NO	
7	UGA-01-007-2021-22	Patel Pramodkmar Ashabhai	Complainant 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	