

**ANNEXURE II**

**QUARTERLY REPORT BY FORUM**

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

**Quarter: 2 Financial Year: 2021-22**

**Format I**

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

**\* 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	UGM-02-003-2021-22	Trivedi Savitaben Dhirajlal	Meter was running fast and to change the meter and correct the bill.	53 / 10/08/2021	Meter found faulty as per meter manufacturer's report. UGVCL to revise & issue bill from Sept-19 to date of change of meter.	30 Days	No	Revised bill of Rs.5722.63 issued to the consumer on 23/08/2021, which the consumer has paid.

