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 :4th Quarter (Jan--Mar. - 2022)

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	0	9	4	5	18
2	Grievances received during this quarter		0	0	2	10	6	7	25
3	Total Grievances (1+2)		0	0	2	19	10	12	43
4	Grievances redressed during this quarter		0	0	1	12	10	8	31
5	Grievances successfully redressed during this Quarter	a) Within 30 days	0	0	0	2	5	2	9
		b) After 30 days along with reasons in brief. Reason : Due to Covid-19 situation less nos. of meetings could arranged and also applcants absence, delays the cases disposal.	0	0	1	10	6	5	22
6	Balance Grievances to be redressed (3-4) at the end of Quarter		0	0	1	7	0	4	12
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	3	0	3	6

9	Number of Cases redressed in favour of Licensee	**0**	**0**	**1**	**5**	**1**	**1**	**8**
10	Number of Cases redressed in favour of Consumers.	**0**	**0**	**0**	**5**	**2**	**5**	**12**
11	Other	**0**	**0**	**0**	**2**	**7**	**2**	**11**
12	Nos. of seatings in the Quarter.	**9**						
13	Nos. of Seatings attended by Chairperson	**9**						
14	Nos. of Seatings attended by Technical Member	**2**						
15	Nos. of Seatings attended by Independent Member	**8**						

Format II

Status of implementation of order of CGRF issued in favour of consumer (during the current quarter) - Jan-March-2022.

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	49/21-22	Makvana Bharatbhai Chitrarbhai	Regarding reivsed accumulated large amount bill as per proforma 15.	564 18-02-22	THE LAST BILL ISSUED TO APPLICANT ON 18.05.21 OF 12570 UNITS WHICH IS TO BE REVISED AND NEW BILL OF 13197 UNITTO ISSUE, FURTHER 114 UNITS OF LOCK PERIOD SHOULD BE DEDUCTED AND THEN ISSUE REIVSED BILLL AS PER PRO RATA W.E.F. 14.09.2009 , WHICH IS PAYABLE TO APPLICANT. IT IS FURTHER DECIDED THAT AMOUNT PAYABLE TO APPLICANT SHOULD BE RECOVERED IN 4 EQUAL INSTALMENTS ALONGWITH NEXT REGULAR BILLS AND ALSO WAIVE DPC IF ANY RECOVRED. MOREVER FOR LATE BILLING TAKE DISC. ACTION AGAINST DEFAULTER PGVCL EMPLOYEES /OFICERS.			Consumer has paid Amt. 16,500 on Dt. 28.3.22.
2	52/21-22	Shaunak Sayta	Regarding Complaint for non supply of electrictiy.	571 18.02.22	THE RESPONDENT IHAS ISSUED NEW CONN. TO APPLICANT WITHIN 100 DAYS SO IT IS WITHIN PERMISIBLE TIME LIMIT AS PER SOP GUILDELINE. AS REPORTED BY RESPONDENT DURING DEC-21 MONTH 6 TRIPIING AND 3 PF RECOREDED AND IN JAN-22 TILL 26.01.22 18 TRIP[PING AND 5 PF RECOREDED, SO RESPONDENT IS DIRECTED TO MAKE COMPLETE MAINTANANCE OF 11 KV BAMNVA FEEDER WITHIN 20 DAYS AND SUBMIT REPORT TO FORUM. MOREVER ALSO DIRECTED TO SEE THAT APPLICANT GETS CONSTANT POWER TO HIS 1 PHASE CONN DURING LOAD SHEDING TIME AND TAKE NECESSARY STEPS.	20		As reported by EE D'dhara vide L/No. 1452 dtd. 14.03.22, the maintainance of 11 KV Bamnava AG Feeder is carried out during 22.02.22,24.02.22, and 26.02.22 with deptt. And contractor's persons. Also insturctions is issued to LDC Jetpur for maintain constant power of RL feeder during Load Shading.
3	56/21-22	Rambhaben Bhagwanbhai Roy	Regarding New AG Conn.	569 18-02-22	THE REPONDENT CAN ERECT NEW LINE FROM NEW 250 METER LINE TO APPLICANT BUT AS INFORMED BY APPLICANT THERE IS POSIBILITY THAT SOME ONE MAY MAKE PROTEST/ OBJECTION, SO IT IS DECIDED THAT FURTHER LINE WORK SHOULD BE CARRIED OUT AS PER THE APPROVAL OF COLLECTOR/COMPETANT AUTHORITY WHEN RECEIVED.			Letter is writtern to concern authority i.e Talati CUM Mantri and reply is awaited.
4	58/21-22	Thummar Jentibhai Muljibhai	Load Ext. diff. bill isued by Audit Team.	554 18-02-22	THE EFFECT OF LOAD EXT. TO APPLICANT IS WITHIN 2 YEARS PERIOD I.E. 09.01.13 TO 09.01.15 I.E.5 + 10 HP LOAD W.E.F. 09.01.15 IS RECOVERABLE, SO THE REMANING AMOUNT MAY BE CREDITED AND CONTRACTED LOAD TO BE REDUCTED AN D CONSIDRED TO 5 HP (15-10) W.E.F. 10.01.15 WHICH IS TO BE IMPLEMENT BY RESPONDENT AND IF APPLICANT WHISHESH TO FOR LOAD INCREASE A FREASH APPLICATION SHOULD BE MADE BY HIM.			As per order Credite Ajusutment Rs-53000/- is given on Dt.28.2.22

5	60/21-22	Ganibhai Kasambhai Saiyad	Regarding Wrong supplimentary Bill.	561 18-02-22	THERE IS NO ISSUE WITH BILL AS APPLICANT HAS PAID . BUT APPLICANT HAS SHOWN LOTS OF DISCRACE TOWARDS THE PERFORIMING DUTY BY PGVCL STAFF AND INFORMED TO FORUM TO TAKE ACTION AGAINST DEFAULTERS SO THAT SUCH INCIDENT NOT GET REPEATED. SO FORUM ORDER TO TAKE FURTHE R ACTION WITHIN 30 DAYS AND INFORMED TO FORUM ABOUT ACTION TAKEN.			Letter Vide No 1078 Dtd. 23.02.22 isssued to kn sdn for not to repeat mistake in future and give necessary instructions to be vigilant in furture.
6	68/21-22	Nadoda Raymalbhai Khodabhai	Regarding new AG. Connection.	566 18-02-22	THE RESPONDENT IS DIRECTED TO CHECK THE PHYSIBILITY OF ERRECT NEW LINE BY MAKING SOME CHANGES IN ERRECTED LINE AND IF TECHNICALLLY POSSIBLE , SO DIRECTE4D TO VISIT THE PLACE AND MAKE FURTHER PROCEDURE WITHIN 7 DAYS.	7		Pole work Completed but D. P. structure & line work pending due to crosing . And pending work will be completed as erlier by sdo.
7	71/21-22	Gohil Jamsinh Dhirubha	Regarding Issue New T. C.	818 09-03-22	SINCE THE BILLING IS ALREADY STARTED BY RESPONDENT SO APPLICANT CAN NOT BE KEPT WITHOUT POWER, SO IT IS ORDERD TO START POWER SUPPLY AT APPLICANT PLACE IMMEDIATELY AND RESOLVED THE ISUSE. RESPONDENT IS DIRECTED TO COMPLETE LINE, T.C. ETC WOTK WITHIN 15 DAYS AND MAKE PROCEDURE TO COLLCT THE SAID EXPENSES FROM NATIONAL HIGH WAY AUTHORITY AND REPORT WITHIN 30 DAYS FROM ORDER.	15 AND 30		Project is under approval. Project No. 368296.
8	74/21-22	Shree Vinay Vihar Kelvani Mandal	Regarding large amount bill.	658 24-02-22	THE LAST READING OF METER AS PER LAB. REPORT IS 88670 BU T IN THE BILL OF JULY-AUG.-21 IT SHOWN AS 11158 I.E. BILLED CHARGED FOR 2500 (11158-8658)UNITS IS NOT AS PER NORMS, SO IT IS ORDERED TO ISUUE BILL FOR MYA-JUN-21 AND JULY-AUG-21 FOR 555 UNITS EACH AS FALUTY METER AND BILL BE CORRECTED ACCORDINGLY AND LAST READING SHOULD BE MENTIOINED AS 8670.			Bill Amount Paid By Shree Vinay Vihar Kelavani mandal, Receipt No. 597196 Dt. 24.03.2022 Rs. 48500/- And Receipt No. 797194 Dt. 24.03.2022 Rs. 11065.
9	75/21-22	Mordiya Niteshbhai Purshottambhai	Regarding Not to make PDC of our AG connection.	983 24-03-22	RESPONDENT DIRECTED TO MAKE NAME TRANSFER PROCEDURE OF APPLICANT'S AG CONN. AT SURVEY NO 275 WITHIN 15 DAYS.	15		As per order Party has submitted documents, and procedure under process.
10	77/21-22	Chauhan Banu Bahadurbhai	Regarding new BPL Connection.	562 18-02-22	AS PER THE RECORD PRIDUCED BEFORM FORUM THE BPL CARD IS ON APPLICANTS NAME AND ALSO YEARLY INCOME IS RS.70,000/- SO A S PER INCOME CRITE AREA APPLICANT BANUBEN CHAUHAN IS MAY BE GIVEN NEW RL CONN. UNDER ZUPADPATTI YOJNA AS PRE RULES, BY OBTAINING REQUIRED DOCUMENTS.			Connection given on dt:28/01/2022.
11	82/21-22	Makvana Babulbhai Laljibhai	Regarding Faulty meter amount bill.	661 24-02-22	AS PER METER LAB REPORT UNIT CONSUMPTION IS RECORDED SO BILL ISSUE ON 17.09.21 FOR RS 11,080/- AS FAULTY METER IS TO BE CREDITED IN APPLICANTS ACCOUNT			DIFF. OF BILL AMOUNT CREDITED RS.11,080/- ON DT17.3.22.
12	87/21-22	Sahdevsinh J. Gohil	Regarding inconsisting power supply.	817 09-03-22	RESPONDENT IS DIRECTED TO MAKE POLE TO POLE SURVEY AND CARRIED OUT MASS MAINTAINANCE ACTIVITY WITHIN 30 DAYS.	30		Mass maintenance of feeder is planed on Dt. 08.04.2022

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1	53/20-21	Jigneshbhai Rameshbhai Sutariya	Regarding new AG Conn.	4190 07.12.20	THE APPLICANT HAS PRODUCE ALL THE DOCUMENT ON HIS NAME RELATED TO LAND OF S.NO.1045/23 AND THE OBJECTOR SH. VIRAMDEVSHINH K. GOHIL DOESN'T HAVING 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.			Opposition person Shri Viramdevsinh Kuvarsinh Gohil had filled Civil suit vide case no. 171/21 at Hon'able principal civil judge's court Vallbhipur and next date for hearing is 15.04.2022 and as per opinion of our panel advocate work not to be carried out still final decision of court.
2	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		Security Deposit is refunded vide. Cheque No. 551117 to 551120 , Dt. 25.02.2022.
3	36/21-22	Arunaben D. Bhatt and others	To provide powers from City Feeder to our Society.	2873 24.09.21	THE RESPONDENT IS DIRECTE TO CHECK OUTTECHNICAL PHYSIBILITY OF PROVIDE POWER FROM URBAN FEEDER AND PROVIDE POWER FROM URBAN FEEDER.			AS PER CGRF ORDER, SDO LIMBDI (T) TOWN S/DN HAS CARRIED OUT THE SURVEY WORK, TECHNICAL FEASIBILITY FOR CHANGE OF FEEDER FROM JGY TO URBAN FEEDER FOR GIVING POWER SUPPLY TO PARSHURAMDHAM SOCIETY. PROPOSAL FOR THAT PREPERED UNDER SI SCHEME AT TOTAL ESTIMATED COST RS. 21.31 LAKH WORK INVOLVED TOTAL NEW HT LINE ERECTION 2.5 KM WITH NO. 1 NH HIGHWAY U/G CABLE CROSSING. PROJECT WORK FLOW LAUNCH IN E-URJA WITH PROJECT NO.355922 AFTER GETTING APPROVAL FROM COMPETANT AUTHORITY NECCESSARY WORK WILL BE CARRY OUT.
4	6/21-22	Kamliya Baghqabhai Raningbhai	Regarding New AG Connection.	3647 13-12-21	THE RESPONDENT IS DIRECTED TO ISSUE RL CONN. AND 2 NOS. AG. CONN. TO APPLICANT AS PER RULES.			Letter is writtern to concern authority i.e Talati CUM Mantri and reply is awaited.
5	38/21-22	Shree Ram Oxy-Gas Pvt. Ltd.	Refund with interest for Wrongly issued bill .	3796 23-12-21	RESPONDENT IS DIRECTED TO VARIFY THE STATEMENT SUBMITTED BY COMPLAINER FOR THE PERIOD MENTIONED IN PARA 3.91 AND CONFIRM THE DEMAND SUPPLIED BY RESPONDENT DURING PERIOD AS SHOWN BY COMPLAINER AND WORK OUT REVISE BILL AS PER CORRECT DEMAND SUPPLIED BY THE RESPONDENT AS PER REGULARION 32(3) AND REFUND DIFFERENTIAL AMOUNT TO THE COMPLAINER BY CREDITING AMOUNT IN THE SUBSEQUENT ENERGY BILL WITHIN 30 DAYS PERIOD, COMPLAINER'S PLEA FOR INTEREST ON SUCH AMOUNT LIABLE TO BE REFUNDED IS NOT ACCEPTED.	30		Review Appeal preferred by PGVCL is Pending