

QUARTERLY REPORT BY FORM

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

Quarter : 4<sup>th</sup> Quarter Financial Year : 2022-23.

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	0	0	3	3	
2	Grievances received during the quarter	0	1	0	2	0	3	6	
3	Total Grievances (1+2)	0	1	0	2	0	6	9	
4	Grievances redressed during the quarter	0	0	0	2	0	6	8	
5	Balance Grievances to be redressed (3-4)	0	1	0	0	0	0	1	
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	0	0	2	0	6	8
		b) After 30 days	0	0	0	0	0	0	0
7.	Grievances in the process of redressal	0	1	0	0	0	0	1	
8.	Grievances pending for more than 30 Days	0	0	0	0	0	0	0	
9	Number of Cases redressed in favour of the Licensee	0	0	0	2	0	4	6	
10	Number of Cases redressed in favour of the Consumers	0	0	0	1	0	1	2	
11	Others	0	0	0					
12	No. of sittings in the quarter					4			
13	No. of sitting attended by the Chairperson					4			
14	No. of sitting attended by the Technical Member					4			
15	No. of sitting attended by the Independent Member					4			

## Annexure 2

CGRF Valsad

**Format II.**

**Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)-Jan.- 2021 to March.2022.**

<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	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

## Annexure 2

### Format II.

**Status of pending implementation of order of CGRF issued in favour of consumers (during the Current quarter)-April-June-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 compliance in case order is implemented)
1.	31/2021-22	M/s. sahkari Rice Mill, At.Po. Motawaghchhipa, Tal.Pardi, Dist.Valsad.	Regarding billing problem	Dt.04.04.2022	Order to revise the average bill as per consumption new meter for period of three billing cycle period.	30 Day	No	The bill of consumer is revised on 02.05.2022 and revised bill paid by the consumer on 30.06.2022.
2.	39/2022-23	Shri Rajubhai Mohambhai Patel, Plot No.48, Akshardham Society, Valsad	Regarding new connection	Dt.27.06.2022	Order given to register application from applicant and release the connection as per GERC supply code.	30 Day	no	The connection release on 27.06.2022.