

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 : 2022-23

Quarter :1ST Quarter (APR--JUN.- 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	1	7	0	4	12	
2	Grievances received during this quarter	0	0	0	10	8	7	25	
3	Total Grievances (1+2)	0	0	1	17	8	11	37	
4	Grievances redressed during this quarter	0	0	1	12	4	10	27	
5	Grievances successfully redressed during this Quarter	a) Within 30 days	0	0	0	3	0	3	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	0	1	9	4	7	21
6	Balance Grievances to be redressed (3-4) at the end of Quarter	0	0	0	5	4	1	10	
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	2	1	6	

9	Number of Cases redressed in favour of Licensee	0	0	0	3	1	5	9
10	Number of Cases redressed in favour of Consumers.	0	0	1	6	1	2	10
11	Other	0	0	0	3	2	3	8
12	Nos. of seatings in the Quarter.	7						
13	Nos. of Seatings attended by Chairperson	7						
14	Nos. of Seatings attended by Technical Member	5						
15	Nos. of Seatings attended by Independent Member	7						

Format II

Status of implementation of order of CGRF issued in favour of consumer (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 completion in case order is implemented)
1	79/21-22	Dabhi Sumit K.	Regarding Large amount bill.	1360 28.04.22	RESPONDENT IS DIRECTED TO REVISE THE BILL OF 6985 UNITS ISSUED TO APPLICANT AND ISSUE AVERAGE BILL FOR THE SAME PERIOD AND CANCELLED THE BILLS GIVEN EARLIER.			Credited Amt. of RS.48,950.22 AS per CGRF order vide Id no. 28957385/ 396/ 404 dt. 16.05.2022
2	88/21-22	Mangabhai Alabhai Khavdu	Regarding Large amount bill.	1362 28.04.22	RESPONDENT IS DIRECTED TO CANCEL THE BILL OF 69805 UNIT OF DEC-JAN-22, AND ISSUE 3 REVISE BILL OF BI MONTHLY FOR 1221 UNITS EACH TO APPLICANT.			Credit Amt. of RS. 40,417.80 AS per CGRF order vide Id no. 28809226 dt. 24.03.2022
3	92/21-22	Ranjitbhai Bahadurbhai Vala	Regarding Slow meter Bill.	1691 27-05-22	THE RESPONDENT IS DIRECTED TO CANCEL THE SLOWNESS BILL OF RS. 4,79,729/83 OF 33 MONTHS, AND ISSUE REVISED BILL CALCULATING 6 MONTHS SLOWNESS AS PER GERC SUPPLY CODE, AND ADJUST THE AMOUNT IF ANY PAID BY APPLICANT AGAINST THIS BILL.			Revise bill issued to consumer as on date 4.6.22 and this amount adjustment given against previously paid amount.
4	94/21-22	Agarwal METCAST PVT.LTD.	Regarding DPC and Interest on late payment.	1914 13.06.22	THE RESPONDENT IS DIRECTED TO PAY SIMPLE INTEREST RATE PREVAILING IN NATIONALISED BANK ON CREDITED AMOUNT RS. 27,65,816=67 W.E.F. DATE OF ORDER I.E. 07.12.2020 TO CREDIT THE AMOUNT IN THEIR ACCOUNT I.E. IN JAN-2022, THE SAID CALCULATED INT. AMT. SHOULD BE CREDITED TO APPLICANT'S ACCOUNT WITHIN 30 DAYS OF THIS ORDER. NO ORDER FOR DELAY PAYMENT CHARGES.	30		Review application filed by EE BRD vide BRD/T-1/CGRF/ Review Application/6152 dt. 27.06.2022 to the CGRF, case no.94/21-22 m/s Agrawal Metcast pvt ltd.
5	01/22-23	Dhedhi Odhabhai Parshotambhai	Regarding Maintainance of Solar Panel.	1693 27.05.22	AS INFORMED BY RESPONDENT DURING THE HEARING, HE IS DIRECTED TO TAKE FOLLOW UP WITH SOLAR COMPANY FOR PANEL STAND REPAIRING WORK OF APPLICANT AND MADE RECOVERY FROM SOLAR COMPANY AS PER CLS. NO 14 OF AGREEMENT. ALSO REPORT TO FORUM WITHIN 20 DAYS.	20		Repairing of solar installation has been carried out by agency.
6	04/22-23	Bhatt Bahnushankar Sukhdevbhai	Regarding large amount bill due to meter change.	2088 27-06-22	THE RESPONDENT IS ELIGIBLE TO RECOVER BILL OF 1862 UNITS ONLY , SO THE BILLS ISSUED FOR FEB-2020 , APRIL-2020, JUNE-2020 AND AUG-2020 IS TO BE CANCELLED AND IF ANY AMOUNT PAID BY APPLICANT, IT SHOULD BE CREDITED IN HIS ACCOUNT. RESPONDENT IS FURTHER DIRECTED TO CREDIT THE D.P.C. CHARGES RECOVERED FROM APPLICANT AGAINST THE AMOUNT NOT RECOVERABLE FROM HIM.			AS PER CGRF ORDER 1862 UNIT DEBITED ON 08.07.22 AND BILL OF APRIL-21 IS ALREADY CREDITED AND BLL OF JUNE-22 AND AUG-22 IS CREDITED ON 08.07.22

7	05/22-23	Gohil Jaydevsinh Karannishh	Regarding Pole work of Vaijnath Feeder at Vallabhipur.	2091 27-06-22	RESPONDENT IS DIRECTED TO IMMEDIATELY COMPLETE THE LINE WORK FOR ISSUE AG CONN TO APPLICANT AS REQUESTED BY HIM. FURTHER RESPONDENT IS ALSO DIRECTED TO MAKE INVESTIGATION FOR DELAY IN ISSUING CONN TO APPLICANT AND BY OVERLOOKING PRIORITY REGISTER AND ISSUED CONN TO OTHERS, AND INITIATE STRICT DISC. ACTION AGAINST THE DEFAULTERS.			NEW AG CONNECTION OF APPLICANT WAS RELEASED ON DT. 21.06.2022 VIDE PERFORMA NO. 23597
8	06/22-23	Dodiya Amitbhai Damjibhai	Regarding take action against defaulters for issuing conn. By breaking priority.	2092 27-06-22	RESPONDENT IS DIRECTED TO START THE PROCEDURE TO GIVE AG CONN. TO APPLICANT AS SOON AS HE PAYS THE F.Q. FURTHER RESPONDENT IS ALSO DIRECTIONED TO TAKE DEPTT. ACTION AGAINST DY. ENGR. FOR OVER LOOK PRIORITY IN ISSUING F.Q. DUE TO WHICH APPLICANT RECEIVED F.Q. VERY LATE.			FQ paid of applicant on date: 15-06-2022 and further process under progress.
9	12/22-23	Punabhai G. Boghra	Regarding Billing related issues..	2090 27-06-22	THE RESPONDENT IS DIRECTED TO CREDIT THE SUM RS. ,932/56 IN APPLICANT'S ACCOUNT. RESPONDENT IS ALSO DIRECTED TO TAKE DISC. ACTION AS PER COMPANY NORMS AGAINST THE DEFAULTER METER READER FOR HIS GROSS NEGLIGENCE IN PERFORMING DUTY.			SUM OF RS. 2932.65 IS CREDITED ON APPLICANT ACCOUNT ON 29.06.22 AND PROCEDURE OF ACTION AGAINST DEFAULTER METER READER IS STARTED.
10	13/22-23	Vijaykumar R. Udani	To give Fix Charge credit as per Govt. Advertisement due to Corona.	1932 15-06-22	LOOKING TO THE DOCUMENTS PRODUCES BEFORE FORUM IT SEEMS THAT CONN. OF APPLICANT IS OF "GUEST HOUSE" NATURE SO, ELIGIBLE FOR GETTING FIX CHARGE EXEMPTION UNDER COVID -19 CIRCULARS OF GUJ. GOVT. SO RESPONDENT IS DIRECTED TO CREDIT THE FIX CHARGE AMOUNT IN APPLICANT'S ACCOUNT AS PER GOVT. CIRCULAR.			Credit amt. of RS 26,910/- AS per CGRF order vide Id no. 29092739 dt. 27.06.2022

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	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.			NEW AG CONNECTION OF APPLICANT RELEASED ON DT. 28.04.2022 AS PER ORDER OF Hon'able VALLABHIPUR TALUKA COURT
2	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 Provide power from urban feeder , so proposal prepaed in system S.I.Scheme project . Project no 355922 approval is pending . After Getting approval from C.A. Neccessary work will be carry out .
3	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.			As per orally information received by Sdo Bagdana (after order of CGRF) regarding land ownership of house and place of well (પરિણામી જગ્યા હોવાનું જણાવવામાં છે) So for Verification of place and joint visit purpose write letter to Talati Mantri vide letter no 3771/31-12-2021. Pole carted of AG connections. Due to rain pole erection not possible.
4	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		Due to the refund amount is very huge, proposal send for approval for refund IN circle office vide letter no. PD/TECH/REV/3261 DATE:10/0622

5	39/21-22	Rudra Global Infra Products Ltd.	Refund with interest for Wrongly issued bill	3786 22.12.21	RESPONDENT IS DIRECTED TO VERIFY 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 AS PER REGULATION 32(3) AND REFUND DIFF. AMOUNT TO THE COMPLAINER BY CREDITING AMOUNT IN THE SUBSEQUENT ENERGY BILL WITHIN 30 DAYS PERIOD. INTEREST ON AMOUNT TO BE REFUNDED IS NOT ACCEPTED AS PER PARA NO. 3.92.	30		Approval for concurring the with CGRF order is accorded & crediting the amount as per CGRF order will be credited soon.
6	62/21-22	Rudra Global Infra Products Ltd.	Regarding slowness supplementary Bill of Rs. 3,26,26,803.59	3675 13-12-21	THE RESPONDENT IS DIRECTED CANCEL SUPPLEMENTARY BILL OF 6890850 UNITS (KWH) FOR THE AMOUNT OF RS. 3,26,26,803.59 ISSUED TO APPLICANT.			CON.NO. 24027 RUDRA GLOBAL INFRA PRODUCTS LTD credited Rs. 3,26,26,803.59 Ledger Account month of mar-2022 As per CGRF order.
7	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 TECHNICALLY POSSIBLE, SO DIRECTED TO VISIT THE PLACE AND MAKE FURTHER PROCEDURE WITHIN 7 DAYS.	7		Pole work Completed by s/dn office. But at the time Public not agreed of canal site. So work of cabaling is pendig of this connection. pending work of connection will be completed as early as possible after issue solved by sdo
8	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 COLLECT THE SAID EXPENSES FROM NATIONAL HIGH WAY AUTHORITY AND REPORT WITHIN 30 DAYS FROM ORDER.	15 AND 30		Poles are erected, x'mer installation will be carried out within 7 days
9	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 has been carried out on Dt. 08.04.2022
10	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 application of consumer name transfer procedure completed and creation done on dated 16.6.22