

Quarter

(APR.22 TO JUN.22)

Financial Year

2022-23

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	Grievances recieved during the quarter		2		13		1	16
3	Total grievances (1+2)		2		13		1	16
4	Grievances redressed during the quarter		1		11		1	13
5	Balance grievances to be attended (3-4)		1		2			3
6	Grievances successfully redressed during the quarter	Within 30 days	1		11		1	13
		After 30 days						
		Total	1		11		1	13
7	Grievances in the process of redressal		1		2			3
8	Grievances pending for More than 30 days							
9	Number of cases redressed in favour of Licensee		1		4			5
10	Number of cases redressed in favour of Consumers				5			5
11	Others (S/W)				2		1	3
12	No. of sittings in the quarter	8						
13	No. of sittings attended by Chairperson	8						
14	No. of sittings attended by Technical Member	8						
15	No. of sittings attended by Independent Member	Vacant						

Format II

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

Name of the Forum:

UGVCL

Quarter:

I

Year:2022-23

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-01-001-2022-23	Nikunj Shah	Appellant applied for providing separate meter in his flat	53/28.4.22	Connection has not given due to dues of premises. Now payment has done . So,Forum ordered to provide separate meter after providing require documents at sdn office.	21 days from the date of receipt of order	NO	
2	UGA-01-003-2022-23	Parth Raval	Appellant applied to reconnect his PDC connection and also credit old connection SD in new connection.	73/4.6.22	Forum ordered to give new connection with credit of old SD amount.	21 days from the date of receipt of order	NO	13.6.22
3	UGA-01-006-2022-23	Cengress Tiles Ltd.	Appellant has represented forum regarding no response for getting new electric connection	76/4.6.22	Forum ordered to release 1/3 phase temporary connection after duly submission of required documents and undertaking of accepting responsibility regarding to pay energy bill timely.	21 days from the date of receipt of order	NO	
4	UGA-01-012-2022-23	M A Qureshi	Regarding Low voltage	95/30.6.22	Forum ordered to change service wire from 2 core 2.5 mm2 to 2 core 4mm2 & also instructed to convert LT line from 3 W to 5 W.	21 days from the date of receipt of order	NO	
5	UGA-01-013-2022-23	Chauhan Shankarji Kodarji	Regarding new Ag connection	96/30.6.22	Farmer has done NA in some portion of land of proposed LS. Bore has prepared but land is not clarify where bore is existing i.e in NA land or in Ag land. After submitting tikka map with showing bore,forum ordered to give estimate for new connection within 7 days.	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-04-002-2021-22	APMC, Ahmedabad	Regarding pending arrears in electricity bill of LTMD tariff.	20/5.2.22	Forum ordered to credit amount which was debited in consumer account by audit team during Covid-19 period.	21 days from the date of receipt of order	NO	
2	UGA-04-004-2021-22	Rasikbhai I Oza	Not credit of Old SD in electricity bill after change of name	14/29.1.22	Forum ordered to credit Security deposite in next bill to consumer	21 days from the date of receipt of order	NO	
3	UGA-04-005-2021-22	Girish Revandas Parmar	Regarding High electricity bill due to meter display off and average of three cycle bill was issued to consumer. UGVCL was issued two time average bill.	26/16.2.22	Forum ordered to issue electricity bill of actual unit instead of average bill to applicant.	21 days from the date of receipt of order	NO	
4	UGA-04-007-2021-22	Amrutbhai Motibhai Patel	Regarding more amount estimate of line shifting.	27/16.2.22	Forum ordered to resurvey the site and issue estimate in accordingly.	21 days from the date of receipt of order	NO	
5	UGA-04-009-2021-22	The M.L.Gandhi Higher Education Society	High bill due to non billing case since appx. 10 years.	35/3.3.22	UGVCL was issued electricity bill of appx. 10 years at the current electricity rate. So forum ordered to issue electricity bill as per electricity rate of that time.	21 days from the date of receipt of order	NO	
6	UGA-04-010-2021-22	Jadav Devusinh Khodsinh	Regarding cancellation of New Ag application due to late submission of bore preaparation acknowledgement.	363.3.22	Forum ordered to reconsider cancelled Ag application And instructed to give estimate.	21 days from the date of receipt of order	NO	