QUARTERLY REPORT BY FORM

Name of the Forum : **CGRF-Surat, DGVCL, Surat**.
Quarter : 2nd 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	16	0	8	24
2	Grievances received during the quarter		0	1	0	22	0	19	42
3	Total Grievances (1+2)		0	1	0	38	0	27	66
4	Grievances redressed during the quarter		0	1	0	30	0	21	52
5	Balance Grievances to be redressed (3-4)		0	0	0	8	0	6	14
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	0	0	15	0	9	24
		b) After 30 days	0	1	0	15	0	12	28
7.	Grievances in the process of Redressal		0	0	0	3	0	2	5
8.	Grievances pending for more than 30 Days		0	0	0	3	0	2	5*
9	Number of Cases redressed in favor of the Licensee		0	0	0	4	0	13	17
10	Number of Cases redressed in favor of the Consumers		0	1	0	23	0	4	28
11	Others		0	0	0	3	0	4	7
12	No. of sittings in the quarter		16						
13	No. of sitting attended by the Chairperson		2						
14	No. of sitting attended by the Technical Member		16						
15	No. of sitting attended by the Independent Member		16						

***** 02 Complainants are not present before the Forum during hearing.
03 Due to additional submission requested by the Complainant/Respondent during hearing.

Format II.

Status of pending implementation of order of CGRF issued in favour of consumers (during the Current quarter)-Jul-Sep-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.	19/2022-23	Shri Kevalram lalaram Chaudhari, Plot No.177, Madhuvan Society, BRTS, Butbhavani Road, Surat	Billing Problem (Abnormal electricity bill)	12.07.2022	Order to revised electricity bill as per actual recorded kwh unit in Meter.	30 Day	No	Electicity bill revised and additional 5078 kwh unit with amount Rs.40439.22 is credited to consumer ledger account on dt.01.09.2022
2.	30/2022-23	Shri Dahyabhai A. Mahyavanshi, 47-Rangvarsha Society, Linlk Road, Bharuch	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.560/- as ujala charge is credited to consumer ledger account on dt.08.08.2022.
3.	35/2021-22	Shri Girishbhai Kashibhai Patel, 83-Avadhoot Nagar-2, Bholav, Bharuch, Ta & Dist: Bharuch	Billing Problem (Abnormal electricity bill)	16.09.2022	Order to revised electricity bill as per clause 6.58 .	30 Day	No	Implementation under process
4.	46/2022-23	Shri Vikrambhai Chimanlal Patel, D-27 Narayannagar-2, B/H Trimurti hall,, Bharuch regarding recovery of amount as Ujala Charge in consumer no. 18616/01797/6	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.3260.04/- as ujala charge is credited to consumer ledger account on dt.08.08.2022
5.	48/2022-23	Shri Gaurishankar K. Shrigod, 216-Ashutosh -3, Link Road, Bharuch	To refund recovered Ujala charge in electricity Bill	18.08.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.140/- as ujala charge is credited to consumer ledger account on dt.21.09.2022
6.	51/2022-23	Shri Kishorchandra A. Amodwala, A/5-Dhanish Park Society, Near Trimurti Hall, Bharuch	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.906.70/- as ujala charge is credited to consumer ledger account on dt.08.08.2022

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7.	52/2022-23	from Master Sarfaraj Khan Sikandar Khan, C-10/2 National Park Society, Jambusar By Pass Road, Dehgam, Bharuch	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.1680/- as ujala charge is credited to consumer ledger account on dt.06.08.2022
8.	53/2022-23	Shri Altaf Adam Patel, 6-Bijali Nagar Society, Bharuch	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.4280/- as ujala charge is credited to consumer ledger account on dt.06.08.2022
9.	54/2022-23	Shri Abdulla Adam Sherpurawala, 2/26-Rama Park, Opp. new Market, Bharuch	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.560/- as ujala charge is credited to consumer ledger account on dt.06.08.2022
10.	55/2022-23	Mehezhbinbanu N. Shaikh, A-2, Maruti Nagar Society, Bharuch	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.1890/- as ujala charge is credited to consumer ledger account on dt.08.08.2022
11.	56/2021-22	Smt. Surekhaben Shripal Jain, 102-ARadhana Society, Link Road, Bharuch	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.3080/- as ujala charge is credited to consumer ledger account on dt08.08.2022
12.	57/2022-23	Balaji Textiles, Plot No.-18 to 20, Himson Fali, Opp. Sahiba Textiles, Kim, Surat	Supplementary bill	12.07.2022	Order to revised supplementary electricity bill as per clause 6.58 of supply code 04/2015.	30 Day	No	Revised supplementary electricity bill issued on dt.01.10.2022.
13.	58/2022-23	Shri Jitendrabhai Sundarlal Maheta, B/7-Narayan Estate, Near Shaktinagar, Bharuch	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.3160.04/- as ujala charge is credited to consumer ledger account on dt.08.08.2022

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14.	60/2022-23	Shri Hiteshbhai Bhikhabhai Mistri, 238-Ashutosh-3 Society, Link Road, Bharuch	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.2100./- as ujala charge is credited to consumer ledger account on dt.08.08.2022
15.	61/2022-23	Shri Ranjitsinh Balvantsinh Rathod, C-15 Rami Nagar, Bharuch	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.700/- as ujala charge is credited to consumer ledger account on dt.08.2022
16.	62/2022-23	M/s Yashvi Tex, Plot No.63(D E F G H I J K), Block No: 111/163, Jalaram Gali, Village: Mota Borasara, Ta. Mangrol, Dist:Surat	Conversion of Overhead line to underground line	29.08.2022	Order to carry out conversion of Overhead line to underground line.	30 Day	No	Work for conversion of Overhead line to underground line is completed on dt.21.09.2022
17.	68/2022-23	Shri Karshanbhai N. Bhimraj, E-4099, Nani Dungari, Bharuch	To refund recovered Ujala charge in electricity Bill	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.1890/- as ujala charge is credited to consumer ledger account on dt.06.08.2022
18.	69/2022-23	Shri Ashraf Abdukkadar Mansuri, A/138, New Anand Nagar Society, Bharuch.	To refund recovered Ujala charge in electricity Bill.	21.07.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.2520/- as ujala charge is credited to consumer ledger account on dt.08.08.2022
19.	70/2022-23	M/s. Samir Agro Products Pvt. Ltd., Plot No. 107, G.I.D.C., Narmada Nagr, Bharuch	Supplementary bill of slowness	23.09.2022	Order to revised supp. electricity bill prior to six month from date of checking as per clause 6.33 of supply code 04/2015.	30 Day	No	……

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20.	74/2022-23	Sunrise Syntheics, At & Po. Mota Borasara, Ta. Mangrol, Dist: Surat	Supplementary bill of faulty meter period.	16.09.2022	Order to revised supplementary electricity bill as per clause 6.58 of supply code 04/2015.	30 Day	No	Implementation under process
21.	78/2022-23	Shri Nasibkhan Dolatsang Raj, B-13/2, Zakirpark Society, Near Shakmarket, Jambusar Road, Bharuch	To refund recovered Ujala charge in electricity Bill	18.08.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.700/- as ujala charge is credited to consumer ledger account on dt.21.09.2022
22.	80/2022-23	Smt. Hansaben Harshadbhai Italiya, 38(GF), Sanskar Ind. Estate, Vill: Delad, Ta. Olpad, Dist: Surat	New Electricity connection	24.08.2022	Order to release new electricity connection as per SOP.	30 Day	No	New electricity connection relesade on dt.15.09.2022.
23.	81/2022-23	Smt. Sonalben Vijaybhai Vaghani, 37(GF), Sanskar Ind. Estate, Vill: Delad, Ta. Olpad, Dist: Surat	New Electricity connection	24.08.2022	Order to release new electricity connection as per SOP.	30 Day	No	New electricity connection relesade on dt.15.09.2022.
24.	84/2022-23	Eazy Structure Devepopers and other,	Frequently power cut	30.09.2022	Order to carry out maintenance of HT line to avoid interruption of power.	15 Day	No	……
25.	88/2022-23	Shri Samantbharat K. Shukla, Shop No. 7, Royal Township, Saroli, Surat	Billing Problem	30.09.2022	Order to revised supplementary electricity bill as per clause 6.58 of supply code 04/2015.	30 Day	No	……
26.	89/2022-23	Shri Mohmad Eqbal M. Mansuri, A/24, Marutinagar, Bharuch	To refund recovered Ujala charge in electricity Bill	16.09.2022	Order to refund the recovered ujala charge to the Complainant.	30 Day	No	Recovered amount Rs.906.70/- as ujala charge is credited to consumer ledger account on dt.28.09.2022.

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27.	93/2022-23	Shri Ghanshyambhai Khodabhai Kikani, 206-207 Building No.10, Axar Diamond Sankul, Kapodra, Surat	New electricity connection	30.09.2022	Order to register application for new electricity connection.	30 Day	No	……
28.	94/2022-23	Sahyog Corporation, Pipdara G.I.D.C., At & Po. Pipodara, Ta. Mangrol, Dist: Surat	supplementary electricity bill	30.09.2022	Order to revised supplementary electricity bill prior to six month from date of checking as per clause 6.33 of supply code 04/2015.	30 Day	No	……

Format II.

Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)-Apr-Jun-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.	147/2021-22	Shri Rajnikant Chandulal Gandhi, Pinjargali, Ankleshwar, Dist: Bharuch	To refund recovered Ujala charge in electricity Bill	07.05.2022	Order to refund the recovered ujala charge to the Complainant	30 Day	No	Recovered amount Rs.2660/- as ujala charge is credited to consumer ledger account on dt.07.07.2022
2.	150/2021-22	Ms. Mihir Fab Tex, 257-258, Integrated Textile Park, Pal-Hazira Road Ichchhapore, Ta. Choryasi	To canceled Supplementary electricity bill.	30.06.2022	Order to revise supplementary bill per MRI data.	30 Day	No	Supplementary bill revised from 46635 Kwh unit to 11 Kwh unit on dt.01.07.2022
3.	151/2021-22	Shri Divyeshbhai M. Srimali, Plot No. ESW/640/45, G.H.Board, Pandesara, Surat	To refund recovered Ujala charge in electricity Bill	01.04.2022	Order to refund the recovered ujala charge to the Complainant	30 Day	No	Recovered amount Rs.450/- as ujala charge is credited to consumer ledger account on dt.06.07.2022
4.	153/2021-22	Shri Nihar Ajaybhai Shah, K-701, Jolly Residency, Next to Vijaya Laxmi Hall, Vesu Road, Surat	Load Extention in connection	10.05.2022	Order to allowed application for load extension in electricity connection.	30 Day	No	The respondent is ready to process name change. Despite writing letters the complainant do not come.
5.	155/2021-22	Shri Chhotalal Maganlal Hansoti C/o-Rameshbhai Makanbhai Mistri, House No. D-1750, Vejalpur, Nizamvadi, Babakhana, Bharuch	To refund recovered Ujala charge in electricity Bill	07.05.2022	Order to refund the recovered ujala charge to the Complainant	30 Day	No	Recovered amount Rs.700/- as ujala charge is credited to consumer ledger account on dt.18.05.2022
6.	02/2022-23	Shri Sachin Satyendrabhai Tyagi, Plot No. 211, Sukhinagar society, Bamroli Road ,Pandesara	To refund recovered Ujala charge in electricity Bill	07.05.2022	Order to refund the recovered ujala charge to the Complainant	30 Day	No	Recovered amount Rs.2866.70 as ujala charge is credited to consumer ledger account on dt.13.05.2022

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7.	03/2022-23	Smt. Bhavnaben Sunilbhai Patel, B-6-Vedant Society, Near HDFC Bank, Linkar Road, Bharuch	To refund recovered Ujala charge in electricity Bill	07.05.2022	Order to refund the recovered ujala charge to the Complainant	30 Day	No	Recovered amount Rs.1820/- as ujala charge is credited to consumer ledger account on dt.13.05.2022
8.	06/2022-23	Jujara Asmabibi Umerfaruk, 19-Baage Rehmat, B/h Bank of Baroda, Near Zinnat Bungalows, Jambusar Road, Bharuch	To refund recovered Ujala charge in electricity Bill	07.05.2022	Order to refund the recovered ujala charge to the Complainant	30 Day	No	Recovered amount Rs.2240/- as ujala charge is credited to consumer ledger account on dt.13.05.2022
9.	07/2022/23	Shri Hareshbhai Batukbhai Lubhani, Plot No.-118, National Ind-2, Navi Pardi, Surat	Refund of Security Deposit	24.06.2022	Order to refund security deposit after adjusting bill of connection.	30 Day	No	Security Deposit Rs.39181.27 is refunded
10.	10/2022-23	Smt. Viraben Chhaganbhai Patel, Near Bus stop, Opp. Wonder Bakery, Main Road Bhatha, Ta. Choryasi Dist: Surat	To refund recovered Ujala charge in electricity Bill	25.05.2022	Order to refund the recovered ujala charge to the Complainant	30 Day	No	Recovered amount Rs.2810/- as ujala charge is credited to consumer ledger account on dt.03.06.2022
11.	11/2022-23	Smt. Kokilaben Pradipbhai Sahu, 11-Romm No. 1 & 2 , Shantinagar Society, Bamroli, Sura	To refund recovered Ujala charge in electricity Bill	25.05.2022	Order to refund the recovered ujala charge to the Complainant	30 Day	No	Recovered amount Rs.2633.37 as ujala charge is credited to consumer ledger account on dt.27.05.2022
12.	13/2022-23	Smt. Payalben Lodaliya, 85-Mahek Tex Fab Infra Park, Village: Paria, Ta. Olpad, Dist: Surat	Interruption in power supply	25.05.2022	Order to carry out maintenance of HT line to avoid interruption of power.	30 Day	No	The complaint has been resolved by making necessary maintenance of HT line.
13.	14/2022-23	Smt. Manjulaben Ishwarbhai Prajapati, 84/85-Ambika Niketan Society, Juna Diva Road, Ankleshwar, Dist: Bharuch	Refund of security deposit	07.06.2022	Order to refund security deposit.	30 Day	No	Security Deposit is transfer to consumer no.00607/08671/8 on request of the Complainant on dt.03.08.2022.

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14.	15/2022-23	Dodhia Synthetics limited, S. No. 273 Near Darbar Hotel, Behind Essar Petrol Pump, Village: Mota Borasara, Ta. Mangrol, Dist:Surat	Per KVA fixed charge in estimate of load Extension in HT connection	30.06.2022	Order to refund Per KVA charge paid in an estimate of HT connection for underground network	30 Day	No	Pending due to guideline of corporate office,DGVCL, Surat against the order of CGRF.
15.	16/2022-23	Shri Jagdishbhai Bhikhabhai Suratiya, Vibhag-1, Plot 347/348, Anjani Industries, Gothan, Ta. Olpad, Dist: Surat.	Refund of paid estimate with cancel the load extension application. deposit	24.06.2022	Order to refund estimate charge as per rules.	30 Day	No	Amount of estimate refunded with cancelled the applicant.
16.	17/2022-23	Shri Sunilbhai Bhikhabhai Patel, Parekh Falia, Ankleshwar, Dist: Bharuch	To refund recovered Ujala charge in electricity Bill	07.06.2022	Order to refund the recovered ujala charge to the Complainant	30 Day	No	Recovered amount Rs.1680/- as ujala charge is credited to consumer ledger account on dt.07.07.2022
17.	18/2022-23	Smt. Rukshana Saeed Kapadia, C/36, Madanipark Society, Near Hushainia Nagar, Bharuch	To refund recovered Ujala charge in electricity Bill	07.06.2022	Order to refund the recovered ujala charge to the Complainant	30 Day	No	Recovered amount Rs.1890/- as ujala charge is credited to consumer ledger account on dt.17.06.2022
18.	21/2022-23	Alibhai Mohmad Patel, A-37/1, Huseniya Nagar-1, Bharuch	To refund recovered Ujala charge in electricity Bill	08.06.2022	Order to refund the recovered ujala charge to the Complainant	30 Day	No	Recovered amount Rs.1326.70 as ujala charge is credited to consumer ledger account on dt.17.06.2022
19.	22/2022-23	M/s Omkar Bros, Old Bl No: 107, New Bl No: 114, Vill: Palod, Ta:Mangrol, Dist:Surat	Conversion of LT connection to HT connection	24.06.2022	Order to process application for Conversion of LT connection to HT connection in existing connection.	30 Day	No	Application is registered on 25.08.2022 for process of Conversion of LT connection to HT connection