ANNEXURE II

QUARTERLY REPORT BY FORUM

Name of the Forum: CGRF Mehsana.

Quarter: 3 Financial Year: 2022-23

Format I

Sr. No.	Parameters		Delay in Restoring Supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
1	Grievances pending at the end of previous quarter		0	0	0	0	0	0	0
2	Grievances received during the quarter		2	0	0	3	1	7	13
3	Total grievances (1+2)		2	0	0	3	1	7	13
4	Grievances redressed during the quarter		2	0	0	2	0	5	9
5	Balance grievances to be attended (3-4)		0	0	0	1	1	2	4
6	Grievances successfully redressed during the quarter	Within 30 day	2	0	0	2	0	5	9
		After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	2	0	0	2	0	5	9
7	Grievances in the process of redressal		0	0	0	1	1	2	4
8	Grievances pending for more than 30 days along with reasons in brief		0	0	0	0	0	0	0
9	Number of Cases redressed in favour of the Licensee		1	0	0	1	0	2	4
10	Number of Cases redressed in favour of the Consumers		1	0	0	1	0	3	5
11	Others		0	0	0	0	0	0	0
12	No. of sittings in the quarter		3						
13	No. of sitting attended by the Chairperson		3						
14	No. of sitting attended by the Technical Member		3						
15	No. of sitting attended by the Independent Member		2						

Format II

Status of implementation of order of CGRF issued in favour of consumers (during the current 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 implement-tation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)
1	UGM-03-001-2022-23	Nareshpuri Goswami	Power restoration.	47 12/11/2022	Complaint resolved before hearing.	--	No	Complaint already resolved.
2	UGM-03-002-2022-23	Shaileshpuri Goswami	Solar subsidy and generation charges not credited.	48 12/11/2022	Complaint resolved before hearing.	--	No	Complaint already resolved.
3	UGM-03-007-2022-23	Patel Babulal Kashiramdas	Regarding shifting of AG feeder.	50 12/11/2022	Respondent to shift electric pole and restore to original place.	30 days	No	As per telephone talk with DE, Dhinoj SDn, the line will be shifted within a week.
4	UGM-03-010-2022-23	Patel Rinkeshkumar Mafatlal	To provide Single phase power supply on Ag feeder.	59 17/12/2022	Respondent to install LSTC on AG feeder.	30 days	No	To be implemented within 30 days.
5	UGM-03-009-2022-23	Kazi Shahinaben Abdulraheman	To shift transformer and line in residential area.	60 17/12/2022	Respondent to shift Pole and 11 KV electric line.	30 days	No	To be implemented within 30 days.

Format II

Status of pending implementation of order of CGRF issued in favour of consumers (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 implement-tation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)
	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL