

QUARTERLY REPORT BY FORM

Name of the Forum:.....CGRF Godhra.....

Quarter:....I ..... Quarter (April-May-June-2023), Financial Year: .....2023-24.....

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	0	0	
2	Grievances received during the quarter	0	0	0	01	0	0	01	
3	Total Grievances (1+2)	0	0	0	01	0	0	01	
4	Grievances redressed during the quarter	0	0	0	01	0	0	01	
5	Balance Grievances to be redressed (3-4)	0	0	0	0	0	0	0	
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	0	0	01	0	0	01
		b) After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	0	0	0	01	0	0	01
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	0	0	0	0	0	0	0	
9	Number of Cases redressed in favour of the Licensee	0	0	0	0	0	0	0	
10	Number of Cases redressed in favour of the Consumers	0	0	0	01	0	0	01	
11	Others	0	0	0	0	0	0	0	
12	No. of sittings in the quarter	02							
13	No. of sitting attended by the Chairperson	02							
14	No. of sitting attended by the Technical Member	02							
15	No. of sitting attended by the Independent Member	02							

## Annexure 2

### Format II.

#### Status of pending 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 implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)
	MG-GDR/I-1/2023-24	Rajdhani Enterprise	Grivances regarding wrong billing	GDC/EE(T)/CGRF/Hearing/2023-24/2770 Date:05.06.2023	The Forum has come to the-1.For lighting load units 10% of billed consumption to be recovered.2.Minimum charge/fixed charge to recover 3.After deduction of lighting units and fixed /minimum charge amount,rest amount to be refunded from bill issued for July 2022	Yes	No	Implemented.

### 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 implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)
1	MG-GDR-III-02-2022-23	M/s Rajkamal Plastic	Regarding wrong	GDC/O&M/EE(T)/CGRF/Hearing/2022-23/9178 dated 25-11-2022	As this is LTMD consumer with	yes	yes	Implemented on dated 20-12-2022

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)
		Industries	billing and recovery of periods issued against slowness of meter		monthly billing cycle, supplementary bill issued for six month may be revised to three billing cycle for slowness of 39.47%			