

**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 : 2023-24

Quarter :1st Quarter ( April- June 2023)

**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	1	0	13	0	7	21	
2	Grievances received during this quarter	0	1	2	7	0	12	22	
3	Total Grievances (1+2)	0	2	2	20	0	19	43	
4	Grievances redressed during this quarter	0	1	1	15	0	12	29	
5	Balance Grievances to be redressed (3-4) at the end of Quarter	0	1	1	5	0	7	14	
6	Grievances successfully redressed during this Quarter	a) Within 30 days	0	1	0	10	0	5	16
		b) After 30 days along with reasons in brief. Reason : 1 Case applicant remain absent in first 2 meeting. In 2 cases applicant remined absent in 1st meeting. in 3 cases respondent given adj. for more documents. in remaining 9 cases meeting could not be arranged due to Chairperson was on leave and work flow.	0	0	1	5	0	7	13
		Total	0	1	1	15	0	12	29

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. ( 1) in 2 cases applicant seek adj.3) in 2 cases res. Given adj. for more documents 3) in remaining 3 cases no meeting arranged due to heavy work flow.	0	0	1	2	0	4	7
9	Number of Cases redressed in favour of Licensee	0	0	1	5	0	4	10
10	Number of Cases redressed in favour of Consumers.	0	0	0	7	0	4	11
11	Other	0	1	0	3	0	4	8
12	Nos. of seatings in the Quarter.	10						
13	Nos. of Seatings attended by Chairperson	10						
14	Nos. of Seatings attended by Technical Member	7						
15	Nos. of Seatings attended by Independent Member	9						
16	Nos. of Seatings attended by Convenor	8						

## PGVCL - BHAYNAGAR -FORUM

## format I

## Status of implementation of order of CGRF issued in favour of consumer (during the current quarter) - April-June- 2023.

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 for implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of completion in case order is implemented)
1	71/22-23	Rudra Global Infra Products Ltd.	Regarding cancel the security deposit int. collected in the bill of Oct-22.	826 28-04-23	THERE IS DIFFERENCE OF OPINION BETWEEN THE MEMBERS AND ORDER ISSUED AS PER GERC NOTL2/2019 CLAUSE 2.27 AS PER MAJORITY OPINION OF THE MEMBERS, WHICH IS AS UNDER" THE RESPONDENT HAS NOT ISSUED NOTICE TO APPLICANT AS PER GERC NOTI 8/2005 CLAUSE 4.13 NOT ISSUED NOTICE TO APPLICANT FOR PAYMENT OF SECURITY DEPOSIT, HENCE ORDERED TO RETURNED SURCHARGE AMOUNT OF RS. 32,97,827/93 RECOVERED FROM APPLICANT AND INFORM FORUM WITHIN 15 DAYS. THE TECHNICAL MEMBER WAS NOT AGREED WITH ABOVE OPINION AND GIVE DIFF. OPINION.	15		CON NO. 24027 RUDRA GLOBAL INFRA PRODUCTS LTD interest on amount credited Rs. 32,97,827.93 Ledger Account month of July-2023 As per CGRF order.
2	92/22-23	Ambica Furniture C/O ketanbhai Jasvantray Masrani	Regarding wrong bill of Excess Load.	726 06.04.23	APPLICANT IS DIRECTED TO PAY MINIMUM CHARGE FOR THE PERIOD 2 YEARS FROM OCT-22 AND CANCEL THE CONNECTION, RESPONDENT IS DIRECTED TO ADJUST RS. 1,94,257/- AND SECURITY DEPOSIT AS PER RULES.			Applicant is not applied for PDC of connection so adjustment is pending
3	95/22-23	Thakkar Dayal Motibhai	Regarding large amount bill.	982 31-05-23	THE RESPONDENT IS DIRECTED TO CREDIT THE SUM OF RS. 189/- + DPC (IF ANY) IN APPLICANT'S ACCOUNT.			AMOUNT CREDITED RS.277.21/-WITH DPC CHARGE TO CONSUMER ON DT.17/6/23 TRANSACTION ID:30113467
4	104/22-23	Dipeshkumar Kiritbhai Trivedi	Regarding dis connection of RL Con..	830 28-04-23	THE RESPONDENT IS DIRECTED TO IMMEDIATELY ISSUE CONNECTION TO APPLICANT AND TAKE DISCIPLINARY ACTION AGAINST DEFAULTER EMP/OFFICERS.			APPLICANT IS OUT OF STATION AND PROCEDURE OF CONNECTION RELEASE IS UNDER PROCESS
5	108/22-23	Vadodiya Gagibhai Ghughabhai	Regarding large amount Supplementary bill.	823 28-04-23	THE METER READER OF RESPONDENT HAS KEEP UNITS PENDING WHILE PREPARING BILLS OF APPLICANT BUT NO FAULT IN METERS SO BILL ISSUED BY RESPONDENT IS AS PER CONSUMPTION AND IN ORDER, BUT SINCE THE RESPONDENT HAS ISSUED ACCUMULATED BILL TO APPLICANT IT IS DIRECTED TO RECOVER THE BILL AMOUNT IN 3 EQUAL INST IN NEXT 3 BILLINGS AND ALSO INITIATE DISCIPLINARY ACTION AGAINST DEFAULTER METER READER AND INFORM FORUM			AS PER CGRF JUDGEMENT EXISTING METER IS REPLACED AND SHIFT TO OUTSIDE.
6	109/22-23	Rutu Overseas	Regarding Slowness bill.	842 02-05-23	THE RESPONDENT IS DIRECTED TO CANCEL THE SLOWNESS BILL OF RS. 92/703/15 AND ISSUE BILL CONSIDERING 6 MONTHS FROM THE DEFECT DEVELOPED IN METER AS PER GERC NORMS. ALSO DIRECTED TO CREDIT THE EXCESS AMOUNT IN APPLICANT'S ACCOUNT			WRITE LETTER TO S/DN VIDE OUT NO-1958/DT 19.5.2023 & PGDOS/0298/06/2023 Dt: 13-06-2023
7	1/23-24	Bhavekumar Hirabhai Solanki	Regarding Slowness bill.	1047 26-06-23	THE RESPONDENT IS DIRECTED TO CANCEL THE SLOWNESS BILL OF RS. 1,54,991/65 ISSUED TO APPLICANT AND ISSUED REVISED BILL AS PER CL. NO 6.33 OF NOTL 4/2005 FOR THE PERIOD OF 6 MONTHS FROM THE DATE OF DEFECT OCCURRED, AND ADJUST THE PAID AMOUNT IN ACCOUNT. ALSO INFORMED TO TAKE STRICT DISCIPLINARY ACTION AGAINST THE CONCERN D.E. (I/C) FOR NOT PERFORMED DUTY AS PER GERC GUIDELINE.			AS PER CGRF JUDGEMENT SAID SLOWNESS BILL IS CANCELLED & REVISED NOW REVISED BILL AMOUNT IS 22842.71/- AS CONSUMER HAD ALREADY PAID FULL AMOUNT OF PREVIOUS SERVED BILL, SO 132148.93 /- AMOUNT CREDITED TO CONSUMER ACCOUNT ON DT.05.07.2023. MORE OVER 2 SHOW CAUSE NOTICE ISSUED VIA UNAD/HR/294 DT.06.07.23 & UNAD/HR/295 DT.06.07.23 TO CONCERN DEPUTY ENGINEER IS ISSUED.
8	6/23-24	Nagibhai Bhimabhai Ambaliya	Regarding New AG Connection.	966 26-05-23	THE APPLICANT IS NOT ENTITLED FOR 2ND CONN. AT SAME PLACE, BUT RESPONDENT IS DIRECTED TO MAKE COMMUNICATION WITH SOLAR COMP. AND GET APPLICANT'S SOLAR CONN. REPAIRED AND IF SOLAR COMP. NOT COOPERATE THEN TAKE ACTION AS PER THE CONTRACT.			THE EX. ENGR. SAVAR KUNDLA HAS WROTE A LETTER TO SOLAR COMPANY VIDE NO 2626 DT. 12.06.23.
9	7/23-24	Bhil Vanabhai Dulabhai	Regarding New AG Connection.	918 17-05-23	THE RESPONDENT HAS NOT CANCELLED THE APPLICATION OF APPLICANT, SO IF APPLICANT MAKE BOREWELL THEN ISSUED F.Q. TO APPLICANT AND MAKE PROCEDURE TO GIVE NEW CONN. FURTHER RESPONDENT IS DIRECTED TO TAKE STRICT ACTION AGAINST CONCERN D.E. FOR ABNORMAL NEGLIGENCE AND NOT FOLLOW THE GERC NORMS.			Site visit for survey and verification of completion of Well at applicant place but it is found that well not completed and inform to applicant once completion work inform to sdn office but till date no any application received. Asked explanation of DE R2 for negligence.

10	9/23-24	Atulbhai Abhubhai Bhumbhani	Regarding Name transfer of NRG P Conn.	981 31-05-23	THE RESPONDENT IS DIRECTED TO MAKE NAME TRANSFER OF APPLICANT'S CONNECTION AS PER THE GUIDELINES OF GERC NOTI. NO. 4/2015 CLAUSE NO. 4.71 (2).			Name transfer done on 23.06.23
11	12/23-24	Kanadiya Naranbhai Valjibhai	Regarding New AG Connection	967 26-05-23	THE RESPONDENT IS DIRECTED TO START PROCEDURE TO GIVE NEW CONN. TO APPLICANT AND COMPLETE WITHIN 15 DAYS. EX. E.R. IS REQUESTED TO FIND OUT THE SIMILAR TYPE OF PENDING AG CONN. UNDER HIS JURISDICTION BY TAKING PERSONAL ATTENTION AND SEE THAT SUCH TYPE OF CASES DOES NOT GET REPEATED.	15		Line work completed on 10-06-2023 only transformer installation pending. But due to effect of BIPOROJOY cyclone and continuous rain, site not approachable for TC carting and installation. Work will be completed as early as site will be approachable.

**Format II**

**Statement showing pending cases of 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 for implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of completion in case order is implemented)
1	55/22-23	Sureshbhai Lavjibhai Zala	Regarding disconnection of RL Connection.	4166 27-12-22	THE RESPONDENT IS DIRECTED CONFIRM THAT WHETHER POWER AND METER IS IN ORDER AT APPLICANT'S PREMISES, AND IN CASE OF METER IN WORKING POSITION RECOVER THE OUTSTANDING AMOUNT AND MIN. DUES FROM APPLICANT AND START CONNECTION FROM "y" STATUS TO "NORMAL" STATUS " AS PER COMPANY'S RULES.			Process in CRM for Y to Normal but due to Error not complete task. Hence Second time Ticket put up in wipro for Y to Normal Process by Ticket No.PG521512 on dt.01.07.23 for further process
2	61/22-23	Amic Ceramics	Regarding Change LT line Wire.	4165 27-12-22	LOOKING TO THE SAFETY MEASUREMENT IN VIEW, RESPONDENT IS DIRECTED TO MAKE PROCEDURE AS PER GERC POWER SYSTEM MANAGEMENT STANDARD NOTI.NO.7/2005 CLAUSE NO 4.9,4.10,5.4.10.8 AND MAKE IMMEDIATELY MAINTENANCE OF LT LINE WIRE OF APPLICANT CONN.			LT line changed by Sub Dn as per CGRF order.
3	59/22-23	Sai Bandhan infium Pvt. Ltd.	Regarding Wrong billing of our HT Conn.	163 11-01-23	IT SEEMS FROM THE RECORD THAT RESPONDENT HAS MADE DEFECTIVE BILLING SO IT IS TO ORDER THE RESPONDENT HAS TO CANCEL THE BILL OF AUG-SEPT-21, FEB-22 AND MAY-22 AND ISSUE REVISED BILL CONSIDERING ACTUAL RECORDED LOAD AND CONSUMPTION, NO ORDER FOR INT.			CON.NO. 24167 Sai bandhan infium Pvt.Ltd. Refund Of Demand charge amount credited Rs. 1,72,350.13 in Ledger Account month of May-2023 As per CGRF order.
4	67/22-23	Baldaniya Bharatbhai Tapubhai	Regarding recovery of already paid amount.	162 11-01-23	IT IS PROVED THE APPLICANT HAS OBTAINED BENEFIT OF AMNESTY SCHEME BY PAID RS. 500, SO RESPONDENT IS DIRECTED NOT TO DEMAND OLD ARREARS AND ACCEPT THE APPLICATION OF NEW AG CONN FROM APPLICANT AND MAKE FURTHER PROCEDURE AS PER NORMS.			Released New Con. As on date 10-04-2023 as per CGRF Judgement
5	70/22-23	Maganbhai Devshibhai Baldaniya	Regarding large amount bill.	160 11-01-23	THE RESPONDENT IS DIRECTED TO CANCEL THE BILL OF RS. 37,394/94 AND ISSUE REVISED BILL COVERING ENTIRE PERIOD BREAK UP WISE. WAIVE DPC IF ANY CHARGED AND ISSUE TO APPLICANT. ALSO RECOVER THE REVISED BILL AMOUNT IN 4 MONTHLY INSTALLMENT. RESPONDENT IS FURTHER DIRECTED TO TAKE DISCIPLINARY ACTION AGAINST DEFAULTER METER READER.			AS PER THE ORDER REVISED BILL OF RS. 28463/81 IS ISSUED TO APPLICANT AND RS. 7,937/83 IS CREDITED IN HIS ACCOUNT. THE REVISED BILL IS ALSO PAID BY THE APPLICANT IN INSTALLMENT.
6	72/22-23	Sai Bandhan infium Pvt. Ltd.	Regarding wrong calculation in refund of Ele. Duty.	155 11-01-23	THE RESPONDENT IS DIRECTED TO ISSUE REVISED BILL CONSIDERING ELE DUTY RELIEF DATE, ACTUAL CONSUMPTION AND ELE. DUTY.			CON.NO. 24167 Sai bandhan infium Pvt.Ltd. Refund Of Ele. Duty on amount credited Rs. 1,70,708.20 in Ledger Account month of May-2023 As per CGRF order.
7	77/22-23	Kamlaben Balkrushna Jagani	Regarding give credit of Solar surplus Unit adjustment amount.	360 25-01-23	RESPONDENT IS DIRECTED TO CREDIT THE SUM OF SOLAR CREDIT FOR THE PERIOD OF DEC-2018 TO MARCH-2020 IMMEDIATELY AND INFORM FORUM WITHIN 5 DAYS.	5		DECEMBER-2018 TO MARCH-2020 RS 10424.89 DR ADJ ID NO 29815931 DATED 27.03.2023 AND PAID RS. 10424.89 CHEQUE NO 000235 DATED 27.03.2023 CV NO 60210 DATED 27.03.2023
8	84/22-23	Gohil Nareshbhai Rajabhai	Regarding Protection of our AG Conn. Jumper	580 16-02-23	THE RESPONDENT DY. ENGR OF BAGDANA S/DN IS DIRECTED TO COMPLETE THE JUMPER WORK OF APPLICANT WITHIN 1 WEEK AND IF ANY PERSON TAKING OBJECTION THEN MAKE FIR AGAINST THEM,			The jumper work to give power to applicant is done on 20.04.2023, and power is now started.