

Format I
QUARTERLY REPORT BY FORUM

Name of the Forum

CGRF- AHMEDABAD

Quarter

Apr.23 TO Jun.23)

Financial Year

2023-24

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

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:2023-24

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-04-009-2022-23	Sidwin Fabric Pvt. Ltd.	To instruct UGVCL to reissue corrected revised unit consumption certificate after considering and rectifying the slowness of sub meter 57.803 times for the period 17.11.20 to 3.8.22 and recalculate as per actual units consumed by his extended project unit no.2 by keeping in view of his avail justified, correct recalculated units consumption certificate for availing power tariff subsidy from Government of Gujarat, Industry and mines department.	53/12.4.23	forum has instructed to UGVCL that issue revised consumption certificate to the applicant considering 97.14% slowness for the period from 17.11.2020 to 3.8.2022 of sub meter on UGVCL letter head with sign and stamp of authorized officer and with remarks of 1 MW solar installation & wind mill set up at Jasdan along with consumption report.	21 days from the date of receipt of order	No	
2	UGA-01-001-2023-24	L.B. Cotton	A complaint filed before the forum regarding wrong calculation of seasonal minimum bill of electricity connection (HT).	65/11.5.23	Forum ordered, the annual seasonal bill of the applicant for the year 2022 has to be calculated as 191.25 KV. For the annual calculation of the bill of each seasonal customer, readings shall be taken at the end of the calendar year and the said record shall be maintained.	21 days from the date of receipt of order	No	
3	UGA-01-002-2023-24	Chhayaben Vikrambhai Patel	270 units billed in a closed house and cut off the electricity connection should be billed as a unit in the bill.	66/11.5.23	To give to the applicant "0" unit as per the closed house for Nov-Dec-22 build in Jan-23. To bill only 39 (4+35) units of electricity consumption from 29.12.22 to 27.2.23 by multiplying the average of 4 units for five days from 29.12.22 to 3.1.23 as 35 units of 55 days.	21 days from the date of receipt of order	No	2530/19.5.23

4	UGA-01-003-2023-24	Kaushikbhai Mehta	Applicant has submitted grievances against UGVCL regarding power supply.	77/14.6.23	Forum ordered, UGVCL has to initiate procedure to regularize the connection of said applicant as earliest as & instructed that strictly monitor for billing process after releasing new connection. Direct the developer to replace the faulty cable & three phase power supply shall be restored being UGVCL consumer. Consumer is also directed to contact the developer for routine maintenance of LT under ground network.	21 days from the date of receipt of order	No	
5	UGA-01-004-2023-24	M.D Infrastructure	Wrong Estimate	78/14.6.23	Forum ordered to To finalize the bill as per work actually done instead of estimated work. Refund the amount recovered from the applicant if it is more and if it is less then recover it from the applicant.	21 days from the date of receipt of order	No	
6	UGA-01-005-2023-24	Parmar Ishvarbhai Virchandbhai	Low Voltage	79/14.6.23	Forum ordered to complete the construction of new transformer promptly and after completion, measure the voltage in the afternoon and night.If required, make necessary changes in the electrical network.	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-03-003-2022-2	PSP Project & Pro. Active Construction Pvt. Ltd.	Wrong recovery of arrears of fix charges for recorded excess demand once during whole tenure of two year of connection No.26800000477 by debiting the amount after two year from applicant's other connection No.26800001198.	4/7.1.23	Audit recovery of connection no. 26800000477 Rs. 888452.28 is not liable to recovered. Hence pending deposit are to be refunded within the period of 30 days as per finalization of temporary connection nos- 26800001198 and 2043128628 as per norms.	21 days from the date of receipt of order	NO	933/27.2.23, 633/25
2	UGA-04-002-2022-2	Airolam Limited	Complaint regarding waiving of banking charge of solar connection.	17/4.2.23	Forum ordered that now onwards UGVCL cannot recovered banking charge. Banking charge which recovered earlier by UGVCL has to be refund to the applicant.	21 days from the date of receipt of order	NO	
3	UGA-04-004-2022-2	Patel Hiteshkumar Jayantibhai	Complaint regarding enhance load of residential connection.	23/15.2.23	There is no need to increase load in contracted load. So, forum ordered to UGVCL not to increase residential load in one side.	21 days from the date of receipt of order	NO	