

ANNEXURE II

QUARTERLY REPORT BY FORUM

Name of the Forum: CGRF Mehsana.

Quarter: I Financial Year: 2023-24

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	1	0	0	1	
2	Grievances received during the quarter	0	0	0	1	2	0	3	
3	Total grievances (1+2)	0	0	0	2	2	0	4	
4	Grievances redressed during the quarter	0	0	0	2	2	0	4	
5	Balance grievances to be attended (3-4)	0	0	0	0	0	0	0	
6	Grievances successfully redressed during the quarter	Within 30 day	0	0	0	2	2	0	4
		After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	0	0	0	2	2	0	4
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	1	0	0	1	
10	Number of Cases redressed in favour of the Consumers	0	0	0	1	2	0	3	
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	3							

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 implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)
1	UGM-01-001-2023-24	Bhati Nayanbhai	Accident occurred due to un-coated conductor.	11 12-05-2023	Complaint resolved before CGRF order. Hence, no further order.	--	No	Complaint already resolved.
2	UGM-01-003-2023-24	Saiyad Nawabali Hafizali	To get new connection.	21 15-06-2023	Forum ordered to give new connection on application of the applicant.	30 days	No	Connection released.

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	UGM-04-005-2022-23	Solanki Manuji Mobuji	Regarding addl. Bill given as per audit report and lab test.	02 13-04-2023	UGVCL has to issue new bill for two years as per EA 2003 Section 56(2).	30 days	No	UGVCL appealed in High Court.