

QUARTERLY REPORT BY FORM

Name of the Forum : **CGRF-Surat, DGVCL, Surat.**

Quarter : second Quarter 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	1	0	0	0	0	1	
2	Grievances received during the quarter	0	1	1	5	0	16	23	
3	Total Grievances (1+2)	0	2	1	4	0	16	24	
4	Grievances redressed during the quarter	0	2	1	4	0	15	22	
5	Balance Grievances to be redressed (3-4)	0	0	0	1	0	1	2	
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	2	1	4	0	15	19
		b) After 30 days	0	0	0	1	0	0	1
7.	Grievances in the process of Redressal	0	0	0	0	0	0	0	
8.	Grievances pending for more than 30 Days	0	0	0	1	0	0	1	
9	Number of Cases redressed in favor of the Licensee	0	0	1	1	0	4	6	
10	Number of Cases redressed in favor of the Consumers	0	0		3	0	2	5	
11	Others	0	2	0	0	0	9	11	
12	No. of sittings in the quarter	09							
13	No. of sitting attended by the Chairperson	09							
14	No. of sitting attended by the Technical Member	09							
15	No. of sitting attended by the Independent Member	09							

**Format II.****Status of pending implementation of order of CGRF issued in favour of consumers (during the current quarter)- July to sept. -2023.**

<b>Sr. No.</b>	<b>Case No.</b>	<b>Name of Applicant</b>	<b>Subject of the case in brief</b>	<b>CGRF Judgment No. and Date</b>	<b>Order of CGRF in brief</b>	<b>Time period given in order for implementation</b>	<b>Whether consumer approached the Ombudsman? Yes/No</b>	<b>Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)</b>
1	27/2023-24 Review of 11/2023-24	Dhanlaxmi Industries	Applicant has represented to reconnect his connection without payment of old dues of previous party as he has purchased the plot in auction .	15.07.23	CGRF has directed to DGVCL to rconnect the power supply as per the recover pending dues as per hon'ble supreme court judgement.	<b>30 days</b>	YES	The Complainant has registered an appeal before Hon'ble ombudsman
2	31/2023-24	Smt. Smitaben Rameshkumar Patel	Applicant has represented to refund his LT connection deosit as he has convert his lt connection to HT	23.08.2023	CGRF has directed to DGVCL to refund the security deposit to applicant.	<b>30 days</b>	NO	the security deposit of lt connection is refunded to applicant.
3	34/2023-24 Review of 18/2023-24	Smt. Laxmiben Odhabhai Senta	Applicant has represented to give new connection on first floor without insisiting for old dues of previous consumer .	18.08.2023	CGRF has directed to DGVCL to release new connection after observing all formalities without insisting old dues.	<b>30 days</b>	NO	subdivision has register the new connection application and connection will be released soon.
4	40/2023-24	Hardik ramnikbhai ghuri	Applicant has represented that accumulated bill was given due to wrongly reading taken hence relief in bill amount and to give installment.	30.09.2023	CGRF has directed to DGVCL to revise the bill as per slab wise to applicant.	<b>30 days</b>	NO	energy bill is bill is revised as per order to complainant.

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5	42/2023-24	shri Mukeshbhai .D.Dhaduk	Applicant has represented to refund his deposit for LT temp. Connection and refund for amount paid for new connection for which his application is rejected.	30.09.2023	CGRF has directed to DGVCL to refund the security deposit to applicant for LT temp. connection as well as for amount of new connection as per rule..	30 days	NO	the security deposit and amount of new connection is refunded to applicant.

**Format II.****Status of pending implementation of order of CGRF issued in favour of consumers (during the current quarter)-Apr-Jun-2023.**

<b>Sr. No.</b>	<b>Case No.</b>	<b>Name of Applicant</b>	<b>Subject of the case in brief</b>	<b>CGRF Judgment No. and Date</b>	<b>Order of CGRF in brief</b>	<b>Time period given in order for implementation</b>	<b>Whether consumer approached the Ombudsman? Yes/No</b>	<b>Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)</b>
1.	171/2022-23	Payal textiles C/o Sanjaybhai Premajibhai Gadhiya, Plot No. 15,16,17 & 18, third floor, Patel industrial, Sayan, Surat	Provide electricity new connection	28.04.2023	Order to give new connection after fulfill of technical requirement	30 Day	No	Electricity connection is released after resolved of GETCO overload S/S issue
2.	172/2022-23	Smt. Ramaben Hareshbhai Savaliya, Plot No. 16/2, Pipodara, Ta: Mangrol, Dist: Surat	Supplementary electricity bill for slowness of meter	05.05.2023	Order to revise supplementary bill as per MRI report	30 Day	No	Supplementary bill is revised as per order and difference amount refunded.
3.	010/2023-24	Shri Jagdishbhai Revabhai Patel, Plot No. 1 B 115, GIDC, Pandesara, Surat	Refund for amount of credit excess unit in the consumer no. 052205/01075/4	22.06.2023	Order to revise excess supplementary bill for fast meter.	30 Day	No	Supplementary bill is revised as per order and difference amount credited in consumer account .
4.	012/2023-24	Ms. Swstik Twi Works, Road No. 9, U. U. Nagar paiki A-26/11, Udhana, Surat	Objection against slow electricity meter	30.06.2023	Order to revise supplementary bill as per MRI report	30 Day	No	Supplementary bill is revised as per order and difference amount credited in consumer account
5.	017/2023-25	Smt. Nitaben Jayantilal Patel, At.& Po. Puna, Ta. Choryasi, Dist:Surat	Correction/cancel electricity bill of connection no. 40131/85876/4	22.06.2023	Order to revised regular energy bill for 13261 Kwh unit.	30 Day	No	bill is revised for 13261 unit and amount 122199.56 as per cgrf order and payment made by applicant accordingly.
6.	018/2023-24	Smt. Laxmiben Odhabhai Senta, Resi-Plot No. 35, Dangigev Society vibhag-2, near Nalanda Vidhyalaya, Punagam, Surat	New electricity connection	30.06.2023	Order to give new electricity connection	30 Day	No	Applicant has submitted new connection application to Saroli subdivision and connection will be released soon.

**Format II.****Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarter)- Jan-March-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 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.	146/2022-23	Gyansadan Education Trust, 242, 242-A, 243-A, Swaminarayan Nagar-2, Puna-Bombay Market Road, Udhana, Surat	High estimate of load Extension in HT connection	20.01.2023	Order to not recover of per KVA charge from the Complainant as entire feeder with U/G cable on registration of new application.	30 Day	No	The Complainant has not forward to registered a fresh application. Also, the Respondent has sought guideline from corporate office, DGVCL, Surat in respect of order passed by CGRF.
2.	150/2022-23	Smt. Hansaben Sureshbhai Patel, Gala No.2, Plot No.6706, Sachin Ind. Estate, Sachin Ta. Choryasi, Dist: Surat	High Security deposit for new electricity connection	30.01.2023	Order to refund the excess security Deposit to the Complainant.	30 Day	No	The excess Security Deposit has been refunded to the Complainant.
3.	151/2022-23	Tejal Saileshkumar Sonani, Gala No.3, Plot No.6706, Sachin Ind. Estate, Sachin Ta. Choryasi, Dist: Surat	High Security deposit for new electricity connection	30.01.2023	Order to refund the excess security Deposit to the Complainant.	30 Day	No	The excess Security Deposit has been refunded to the Complainant.
4.	152/2022-23	Smt. Viruben Durlabhbai Patel, Gala No.1, Plot No.6706, Sachin Ind. Estate, Sachin Ta. Choryasi, Dist: Surat	High Security deposit for new electricity connection	30.01.2023	Order to refund the excess security Deposit to the Complainant.	30 Day	No	The excess Security Deposit has been refunded to the Complainant.
5.	154 Review of 143/2022-23	Deputy Engineer (O&M), DGVCL Mandvi Sub Division.	Review of order passed by forum Dated 17.12.2022	23.03.2023	Order to cancelled audit bill as per clause no 6.84.	30 Day	No	Process is under progress to file an appeal before Hon'ble high court
6.	155/2022-23	M/s Angel Industry c/O-Prashant Damjibhai Vaghani, Plot No.U-7, 1st and 2nd floor, Diomand Industrial Park, sachin, Tal.Choryasi, Dist: Surat	High Security deposit for new electricity connection	09.02.2023	Order to refund the excess security Deposit to the Complainant.	30 Day	No	The excess Security Deposit has refunded to the Complainant.
7.	156/2022-23	M/s. Inara Polyfab Pvt. Ltd., Block No. 35, Near : National Industrial-4, Moti Canal, Pipodara, Ta.-Mangrol, Dist-Surat-394110	Estimate and execution of work for giving new H.T. connection procedure	23.03.2023	Order to provide all the relevant provision of the Circulars regarding the recovery of various charges in the estimate for new connection to the Complainant and to rectify improper work.	30 Day	Yes	The Complainant has registered an appeal before Hon'ble ombudsman

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8.	157/2022-23	Kiranben Rajendrabhai Tiwari, C/o. Sunny Adlakha, Plot No. 53, Ashirwad Industrial Estate, Surat.	Supplementary bill of reactive charge	10.03.2023	Order to withdraw / cancel the supplementary bill of reactive energy charge and refund the amount paid by the complainant in next electricity bill.	30 Day	No	supplementary bill of KVARh is cancelled and amount credited to consumer account.
9.	158/2022-23	Ms. Bhagwan Shree Polyfab Pvt. Ltd., Block No. 162/163, Opp. Gangadhara Police Chowki, Village:Soyani, Surat-Bardoli Road, Ta. Palsana, Dist:Surat	Interruptions in power supply	10.03.2023	Order to to carry out necessary thorough maintenance	30 Day	Yes	The Complainant has registered an appeal before Hon'ble ombudsman
10.	162/2022-23	Ms. Arman Industrial Pvt. Plot No. 714 & 7107/1, Road No. 7, G.I.D.C. Sachin, Surat.	Shifting of point of supply of HT connection no. 11164	10.03.2023	Order to shifting of point of supply of electricity HT connection as per requirement of the Complainant.	30 Day	No	Supply of point is shifted as per request of the Complainant.
11.	166/2022-23	Ms. Bright Bar Manufacturing Company, Old N. H. No.8, Station Road, Opp. G.I.D.C. St Bus Depot.,Ankleshwar Dist: Bharuch	Refund of security deposit of permanent disconnected connection no.00601/50531/0	29.03.2023	Order to refund security deposit.	30 Day	No	Security deposit refunded to the complainant