

**QUARTERLY REPORT BY FORUM**

Aa per GERC Notification No. 02/19 & [Annexure-II]

Financial Year : 2023-24

Name of the Forum C.G.R.F., PGVCL, Bhavnagar.

Quarter :2nd Quarter ( July- Sept- 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	1	5	0	7	14	
2	Grievances received during this quarter	0	2	4	11	2	8	27	
3	Total Grievances (1+2)	0	3	5	16	2	15	41	
4	Grievances redressed during this quarter	0	2	4	8	2	9	25	
5	Balance Grievances to be redressed (3-4) at the end of Quarter	0	1	1	8	0	6	16	
6	Grievances successfully redressed during this Quarter	a) Within 30 days	0	1	2	3	1	7	14
		b) After 30 days along with reasons in brief. Reason : In 3 cases applicant remined absent in 1st meeting. in 1 cases respondent given adj. for more documents. in remainng 7 cases meeting could not be arranged due to Chairperson was on leave and work flow.	0	1	2	5	1	2	11
		Total	0	2	4	8	2	9	25

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) 2 cases respondent . Given adj. for more documents 3) in remaining 6 cases no meeting arranged due to heavy work flow, and complaint received late in the quarter.	0	1	0	3	0	4	8
9	Number of Cases redressed in favour of Licensee	0	0	1	3	1	2	7
10	Number of Cases redressed in favour of Consumers.	0	1	1	4	1	6	13
11	Other	0	1	2	1	0	1	5
12	Nos. of seatings in the Quarter.	8						
13	Nos. of Seatings attended by Chairperson	8						
14	Nos. of Seatings attended by Technical Member	5						
15	Nos. of Seatings attended by Independent Member	8						
16	Nos. of Seatings attended by Convenor	8						

## PGVCL - BHAVNAGAR - FORUM

## Format I

## Status of implementation of order of CGRF issued in favour of consumer (during the current quarter) - July- Sept-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	79/22-23	Madhu Silica Pvt. Ltd.	Regarding refund of setoff calculation.	1134 15-07-23	1. No Order on Current calculation methodology of adjusting night units. 2. The respondent is directed to refund 2% banking charges as it is not applicable. 3. No order for interest on refund.			consumer has filed review of CGRF order No. 79/22-23. CGRF decision is pending
2	107/22-23	Jogdiya Ranjibhai hirabhai	Regarding New RL Con..	1086 01-07-23	THE RESPONDENT IS DIRECTED TO GIVE NEW RL CONNECTION TO APPLICANT AT HIS ADDRESS BL.NO. 01, SHIVALYA FLAT UNDER S.C.S.P SCHEME WITHIN 10 DAYS.	10		Connection Release as on Date.13/7/23 as per Parforma 15
3	10/23-24	Bareya Bhaveshbhai Shivabhai	Regarding REFUND of paid F.Q. Amount.	1085 01-07-23	THE RESPONDENT IS DIRECTIONED TO CREDIT THE SUM DEBITED IN APPLICANTS ACCOUNT FOR LOAD EXT. + DPC IMMEDIATELY. AND DIRECTED TO CREDIT THE FIRM QUATATION AMUONT IN APPLICANT ACCOUNT.			FQ refunded on Dt. 13.07.2023, Cheque No. 851975
4	14/23-24	Swetaben Rannikbhai Vora	Regarding New S.C. connection.	1087 01-07-23	THE RESPONDENT IS DIRECTIONED TO GIVE NEW RL CONNE UNDER "ANGBHUT YOJNA" WITHIN 10 DAYS TO APPLICANT.	10		As per Ordeer Connection given on t.12.07.2023 by s/dn officie as per comphy rules.
5	18/23-24	Shiyal Shamjibhai Valabhai	Regarding new RL connection.	1168 25-07-23	THE RESPONDENT HAS DELAYED THE PROCEDURE OF GIVING NEW CONN. TO APPLICANT. SO E.E. MAHUYA DIRECTED TO GIVE STRICTLY IN WRITING TO CONCERN OFFICER, AND SINCE NOW APPLICANT HAS PRODUCED THE RELEVANT DOCUMENTS FOR NEW CONN., RESPONDENT IS ORDERED TO GIVE NEW CONN. WITHIN 7 DAYS.	7		Connection released on date: 29-07-2023. Consumer no:37043056373
6	20/23-24	Sai Bandhan infium Pvt. Ltd.	Regarding wrong calculation of Demand Charge.	1170 25-07-23	THE RESPONDENT IS DIRECTED TO ISSUE REIVSED BILL FOR 6000 KVA L.E FROM REALESE DATE 29.03.2022 AND 4000 KVA L.E. FROM RELEASE DATE 05.12.2022 AND CREDIT THE AMOUNT PAID BY THE APPLICANT IN HIS ACCOUNT.			<b>CON.NO. 24167 SAI BANDHAN INFINIUM PVT LTD Demand charge amount credited Rs. 17,33,107.00 Ledger Account month of Sep-2023 As per CGRF order.</b>
7	21/23-24	Sankhat Pintubhai Bhikhabhai	Regarding New Single phase conn. For connn. Purpose.	1171 25-07-23	AS PER THE GERC SUPPLY CODE 4/2015 CL. NO. 4.16(5) THE RESPONDENT IS DIRECTED TO ISSUE NEW COMM. CONN TO APPLICANT BY TAKING NOTERISED " THAT THEY ARE TAKING ALL RESPONSIBILITIES FOR THE CONN. AND AGREE TO PAY ADDL. DEPOSIT."			Applicant applied Online Registration for new connection but arrears pending old owner
8	36/23-24	Gohil Hemantsinh Kanubha	Regarding NRGPD TO RC	1371 27-09-23	RESPONDENT HAS NOT DONE PROCEDURE OF DIS CONNECTION, NOTICE ISSUE, AND RECOVERY OF AMOUNT AS PER THE NORMS, AND SHOWS EXTREME NEGLIGENCE. SINCE NOW THERE IS NO DUES OF APPLICANT IT IS ORDER TO RECONNECT THE CONN OF APPLICNAT WITHIN 45 DAYS AND TAKE DEPTT. ACTION AGAINST DEFAULTER OFFICER/EMPLOYES AND INFORM FORUM.	45		<b>Approval for concurring the with CGRF order is accorded &amp; Reconnection Process as per CGRF order will be soon.</b>

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.			As per Ordeer Ticket put up by sd/n for Y to Normal , in this consumer " Y " status remove in CRM and Under process in LT billing system. Billing start after update in Lt billing system.
2	92/22-23	Ambica Furniture C/O ketanbhai Jasantray 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	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 DISC. ACTION AGAINST DEFAULTER EMP/OFFICERS .			as per talk with consumer, he will come on 03-10-23 to sub division office to give documents for further process of his light conn.
4	109/22-23	Rutu Overseas	Regarding Slowness bill.	842 02-05-23	THE RESPONDENT IS DIRECTED T 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			Excess Amt Credited in Consumer's Account Rs.67557.80 Dt.27.6.23 transaction ID-30147287
5	6/23-24	Nagjibhai Bhimabhai Ambaliya	Regarding New AG Connection.	966 26-05-23	THE APPLICANT IS NOT ENTITLED FOR 2ND CONN . AT SAME PLACE, BUT REPENDENT 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 respondent has wrote a letter to Solar Company for complain redressal vide L. No. Khambha/Tech/2626 Dt. 12.06.23
6	7/23-24	Bihil 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 AGAIN CONCERN D.E. FOR ABNORMAL NEGLIGENCE AND NOT FOLLOW THE GERC NORMS.			Show cause notice issued to DE R2 on date 07-07-2023. Fq issued on date: 12-07-2023. FQ paid on date: 15-07-2023. Work Completed on date: 19-10-2023
7	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 JURICDITION BY TAKING PERSONAL ATTENTION AND SEE THAT SUCH TYPE OF CASES DOES NOT GET REPEATED.	15		Show cause notice issued to DE R2 on date 07-07-2023. Connection released on date: 29-08-2023. Consumer no: 37638/06398/8