

Format I
QUARTERLY REPORT BY FORUM

Name of the Forum

CGRF- AHMEDABAD

Quarter

Jul.23 TO Sep.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		1		1			2
2	Grievances recieved during the quarter		1		8	4		13
3	Total grievances (1+2)		2		9	4		15
4	Grievances redressed during the quarter		2		7	3		12
5	Balance grievances to be attended (3-4)				2	1		3
6	Grievances successfully redressed during the quarter	Within 30 days		2		7	3	12
		After 30 days						
		Total		2		7	3	12
7	Grievances in the process of redressal				2	1		3
8	Grievances pending for More than 30 days							
9	Number of cases redressed in favour of Licensee		1		1	1		3
10	Number of cases redressed in favour of Consumers		1		6	1		8
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:		II		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-01-008-2023-24	Panchal Amrutbhai Padshabhai	Wrong Bill of 16770/- for 27530 unit for month of oct-nov 2022 be considered void.	98/ 21.7.23	Forum ordered that during the period from 28.9.22 to 7.12.22 bill calculated according to 756 units.	21 days from the date of receipt of order	No	1929/24.8.23
2	UGA-02-001-2023-24	Shri hari Vinzol Co. Op. Hou. Society	Connection of consumer is disconnected due to wrong bill.	104/ 1.8.23	The applicant is asked to pay a fresh electricity bill of 475 units after depositing 354 units in the electricity bill of July-August-22. After payment of the electricity bill, the electricity connection of the customer should be switched on immediately.	21 days from the date of receipt of order	No	1570/23.8.23
3	UGA-02-003-2023-24	Momin Manzoor Mohammad Hasambhai	The petitioner has not received any relief from the Government for the year 2021-22 from the fixed charges for hotel electricity connection.	106/ 1.8.23	The applicant shall be exempted from payment of fixed charges as mentioned in Circular No. GUV-132020-1293-K-1 dated 20.7.21.	21 days from the date of receipt of order	No	
4	UGA-02-004-2023-24	Babubhai Maganbhai Patel	The consumer's inverter was broken on 12.5.22. If they informed the company, the company kept saying that there is no fault in the inverter. But before 12.5.22, the applicant was getting 300 to 350 units but from 12.5.22, 70 to 100 units less. applicant asking for compensation from agency.	110/ 11.8.23	UGVCL will collect the penalty from Zodiac Agency and deposit it in the customer's account. The agency has appointed U.G.V.K.L. Penalty amount assessed by shall be reimbursed.	21 days from the date of receipt of order	No	

5	UGA-02-005-2023-24	Mangalmurti Quarry Works	The consumer is suffering a lot of trouble due to the frequent tripping of lights in this power connection for the last two years and due to such sudden and frequent power interruptions in their production process, they are suffering a monthly loss of lakhs of rupees. applicant ask for feeder change.	111/ 11.8.23	Forum ordered that said HT power connection from Sub Divisional Office and three villages belonging to Talod-2 Sub Divisional Office but situated on Bileshwarpura feeder of Talod-1. They will have to invite the proposal for transfer to Wav JGY feeder of Talod-2 under System Improvement (SI) scheme and complete the work within one month time limit and report to the forum. Further as per the demand of the customer and on their application it is stated to complete the work by installing new industrial feeder from 66 KV Harsol substation and reimbursing the budget amount.	21 days from the date of receipt of order	No	
6	UGA-02-006-2023-24	Patel Vishnubhai Chunilal	applicant applied for Line shifting but sdn office has rejected his application as there is no any technical physibility for line shifting.	136/ 26.9.23	forum ordered that five wire light pressure line should be moved from busbar or extension or aerial bunch cable proposal by UGVCL whichever is suitable. If none of them are suitable then finally the said line is to be shifted through underground. All expenses incurred by UGVCL for moving the sadar line will be borne by the applicant.	21 days from the date of receipt of order	No	
7	UGA-02-007-2023-24	Roquette India Pvt. Ltd.	Appellant has registered complaint for rechecking of electricity bill for the month of Apr-23 & Jun-23.	127/ 13.9.23	UGVCL has to recalculate actual maximum demand considering next maximum demand after 3460 KVA for the month Apr-2023 & next maximum demand after 3651 KVA & 3182 KVA for the month Jun-2023.	21 days from the date of receipt of order	No	
8	UGA-02-010-2023-24	M/s. Arvee Denim & Exports Ltd.	Appliant has given application for reduction of load on date 17.6.23 to the Executive Engineer Bopal and Superintending Engineer Sabarmati. Regarding this application for load reduction is cancelled by letter no. UGVCL/BPL/Tech/Rev/458 4 on date 20.6.23.	129/ 13.9.23	UGVCL has to process consumer's load reduction after taking notarized undertaking for pending freeze amount. UGVCL may withheld the bank guarantee amount equivalent to his arrears plus his regular bank guarantee for revise C.D. against security deposit. Applicant has to apply new application for load reduction.	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-04-009-2022-2	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-01-001-2023-2	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-01-002-2023-2	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-01-003-2023-2	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-01-004-2023-2	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-01-005-2023-2	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	