

ANNEXURE II

QUARTERLY REPORT BY FORUM

Name of the Forum: CGRF Mehsana.

Quarter: II 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	0	0	0	0	
2	Grievances received during the quarter	0	1	0	3	0	4	8	
3	Total grievances (1+2)	0	1	0	3	0	4	8	
4	Grievances redressed during the quarter	0	1	0	3	0	4	8	
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	1	0	3	0	4	8
		After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	0	1	0	3	0	4	8
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	0	0	1	1	
10	Number of Cases redressed in favour of the Consumers	0	1	0	3	0	3	7	
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-02-001-2023-24	Prajapati Shardaben Dahyabhai	To refund charges paid for service connection charges in "VDS-2022" in Agriculture.	27 21-07-2023	UGVCL to refund the service connection estimate charge Rs.14771/- to the applicant.	7	No	Order implemented.
2	UGM-02-002-2023-24	Shri Amit Kanojiya, AGS Transact Technologies Ltd.	Regarding voltage fluctuation.	36 02-09-2023	Complaint resolved before Order.	--	No	Complaint resolved.
3	UGM-02-004-2023-24	Kanbi Raymalbhai Kanjibhai	To complete the work of poles and wiring for single phase connection.	38 02-09-2023	UGVCL to complete the work after mutual understanding between applicant and objector.	30	No	Connection released.
4	UGM-02-005-2023-24	Desai Mayurbhai Ramjibhai	Regarding excess electricity bill.	39 02-09-2023	Complaint resolved before Order.	--	No	Complaint resolved.
5	UGM-02-006-2023-24	M/s Dinesh Industries.	To waive off estimate for additional 33 KVA.	42 14-09-2023	Forum directs UGVCL to postpone the Suo-Moto procedure against applicant. Applicant to pay fix charge for additional 21 KVA amounting Rs.75600.	--	No	Order implemented.

