

QUARTERLY REPORT OF SURAT CGRF FOURM

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

Quarter : THIRD 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                         | 0                 | 0             | 1                | 0                  | 1      | 2     |    |
| 2      | Grievances received during the quarter               | 0                         | 0                 | 1             | 3                | 0                  | 12     | 16    |    |
| 3      | Total Grievances (1+2)                               | 0                         | 0                 | 1             | 4                | 0                  | 13     | 18    |    |
| 4      | Grievances redressed during the quarter              | 0                         | 0                 | 1             | 4                | 0                  | 9      | 14    |    |
| 5      | Balance Grievances to be redressed (3-4)             | 0                         | 0                 | 0             | 0                | 0                  | 4      | 4     |    |
| 6.     | Grievances Successfully redressed during the quarter | a) Within 30 days         | 0                 | 0             | 1                | 3                  | 0      | 9     | 13 |
|        |  | 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             | 0                | 0                  | 0      | 0     |    |
| 9      | Number of Cases redressed in favor of the Licensee   |                           |                   | 1             | 2                | 0                  | 3      | 6     |    |
| 10     | Number of Cases redressed in favor of the Consumers  |                           |                   | 0             | 1                | 0                  | 3      | 4     |    |
| 11     | Others   | 0                         | 0                 | 0             | 1                | 0                  | 3      | 4     |    |
| 12     | No. of sittings in the quarter                       | 11                        |                   |               |                  |                    |        |       |    |
| 13     | No. of sitting attended by the Chairperson           | 11                        |                   |               |                  |                    |        |       |    |
| 14     | No. of sitting attended by the Technical Member      | 8                         |                   |               |                  |                    |        |       |    |
| 15     | No. of sitting attended by the Independent Member    | 11                        |                   |               |                  |                    |        |       |    |

**Format II.****Status of pending implementation of order of CGRF issued in favour of consumers (during the current quarter)- OCT-23 DEC-23 FOR YEAR . -2023-24**

| <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             | 44/2023-24      | Mo. Abrar Gulam Rasul Kagzi,   | complainant has raised the complaint to release the connection at the earliest.   | 04.10.2023                        | CGRF has given order to release the connection as per SOP TO DGVCL.  | 30 DAYS  | NO   | Connection is released by DGVCL   |
| 2             | 50/2023-24      | Manishbhai Zaverbhi Gujarati , president ,Pramukh Nandini Vibhag-1 Society | complainant has raised the complaint to shifting of transformer at the earliest.  | 08.11.2023                        | CGRF has given order to concern subdivision to complete the work of shifting of transformer within 5 days. | 5 DAYS   | NO   | The shifting of transformer is carried out by subdivision as per CGRF order.  |
| 3             | 51/2023-24      | Mansi Education trust  | complainant has raised the complaint to shifting of transformer at the earliest.give refund for the amount paid for the underground cabel where DGVCL has laid less cabel then the shown in the estimate. | 30.11.2023                        | CGRF has order to concern subdivision to give refund to complainant by preparing final bill of cabel work. | 30 DAYS  | NO   | process of refund of amount for laying of cable is under process and it will be given to consumer before 20/01/2024 |
| 4             | 35/2023-24      | SRF Limited  | complainant has raised the issue for TMN given under option-ii work.  | 04.10.2023                        | CGRF has given order that TMN issued as per norms.   | 30 DAYS  | YES  | Consumer has applied in Ombudsman   |

**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 deoisit 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 insisting for old dues of previous                                    | 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.<br><b>Connection is released.</b> |

| 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) |
|---------|------------|---------------------------|--|----------------------------|--|---|---|--|
|         |            |                           | consumer .   |                            |  |   |   |  |
| 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.                                    |
| 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.. | <b>30 days</b>                                | 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.  | Refund for amount of credit excess                   | 22.06.2023                        | Order to revise excess supplementary bill for fast                  | 30 Day   | No   | Supplementary bill is revised as per order and difference   |

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|----------------|-----------------|--|--|-----------------------------------|--|--|--|--|
|                |                 | 1 B 115, GIDC, Pandesara, Surat  | unit in the consumer no. 052205/01075/4                            |                                   | meter.   |  |  | 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.**

| <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.             | 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   | Deputy Engineer (O&M),  | Review of order                                      | 23.03.2023                        | Order to cancelled audit bill as  | 30 Day   | No   | Process is under progress to file  |

| 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) |
|---------|-------------|--|--|----------------------------|--|---|---|--|
|         | 143/2022-23 | DGVCL Mandvi Sub Division.   | passed by forum Dated 17.12.2022   |                            | per clause no 6.84.  |   |   | 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                              |
| 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   |





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                      | 9 |   |   |   |   |   |    |
| 13 | No. of sitting attended by the Chairperson          | 9 |   |   |   |   |   |    |
| 14 | No. of sitting attended by the Technical Member     | 9 |   |   |   |   |   |    |
| 15 | No. of sitting attended by the Independent Member   | 9 |   |   |   |   |   |    |