

QUARTERLY REPORT BY FORM

Name of the Forum: CGRF Godhra.....

Quarter: III Quarter (Oct'-Nov-Dec-2023), 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	0	0	1	01	
2	Grievances received during the quarter	0	0	0	10	1	0	11	
3	Total Grievances (1+2)	0	0	0	10	1	1	12	
4	Grievances redressed during the quarter	0	0	0	8	01	1	10	
5	Balance Grievances to be redressed (3-4)	0	0	0	2	0	0	2	
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	0	0	8	1	1	10
		b) After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	0	0	0	8	1	1	10
7.	Grievances in the process of redressal	0	0	0	2	0	0	2	
8.	Grievances pending for more than 30 Days along with reasons in brief	0	0	0	2 (Complainant's not remain present for two time)	0	0	2	
9	Number of Cases redressed in favour of the Licensee	0	0	0	3	0	1	4	
10	Number of Cases redressed in favour of the Consumers	0	0	0	3	0	0	3	
11	Others	0	0	0	3	0	0	3	
12	No. of sittings in the quarter	03							
13	No. of sitting attended by the Chairperson	03							

14	No. of sitting attended by the Technical Member	01
15	No. of sitting attended by the Independent Member	03

Annexure 2

Format II.

Status of pending 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)
-	-	-	-	-	-	-	-	-

Format II.

Status of pending implementation of order of CGRF issued in favour of consumers (during the 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 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	MG-GDR/I-1/2023-24	Rajdhani Enterprise	Grivances regarding wrong billing	GDC/EE(T)/CGRF/Hearing/2023-24/2770 Date:05.06.2023	The Forum has come to the-1.For lighting load units 10% of billed consumption to be recovered.2.Minimum charge/fixed charge to recover 3.After deduction of lighting	Yes	No	Implemented.

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)
					units and fixed /minimum charge amount, rest amount to be refunded from bill issued for July 2022			