

QUARTERLY REPORT BY FORUM

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

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

Financial Year : 2023-24

Quarter : 3rd Quarter (Oct- Dec- 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	8	0	6	16	
2	Grievances received during this quarter	0	0	0	9	2	3	14	
3	Total Grievances (1+2)	0	1	1	17	2	9	30	
4	Grievances redressed during this quarter	0	1	1	9	1	9	21	
5	Balance Grievances to be redressed (3-4) at the end of Quarter	0	0	0	8	1	0	9	
6	Grievances successfully redressed during this Quarter	a) Within 30 days	0	1	0	4	0	4	9
		b) After 30 days along with reasons in brief. Reason : In 3 cases applicant remined absent in 1st meeting. in 2 cases respondent given adj. for more documents. in remaining 7 cases meeting could not be arranged due to Chairperson was on leave and work flow.	0	0	1	5	1	5	12
		Total	0	1	1	9	1	9	21

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) 1 Applicant remain absent 2) in remaining 7 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	0	0	1	3	4
10	Number of Cases redressed in favour of Consumers.	0	1	1	7	0	3	12
11	Other	0	0	0	2	0	3	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	2						
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) - OCT.- DEC. 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)	DN.
1	79/22-23	Madhu Silica Pvt. Ltd.	Regarding refund of setoff calculation.	1438 19.10.23	REVIEW ORDER : REIVIEW APPLICATION IS ACCEPTED AND ALL THE DEMAND OF APPLICANT IS ALLOWED.			Solar setoff refund proposal sent to circle office for seeking guideline.	City-2 Dn. BVN
2	25/23-24	Kantibhai Jerambhai Kathiriya	Regarding Wrong Billing	1500 09.11.23	THE AUDIT RECOVERY MADE BY RESPONDENT IS NOT RECOVERABLE, HENCE IT IS ORDERED TO CANCEL THE AUDIT RECOVERY BILL OF RS. 49,103/- AND 2 YEAR MIN. CHARGE OF LOAD EXT. IS RECOVERABLE FROM APPLICANT.	30		Proposal Sent vide letter no. PGDOA/0049/12/2023 dt. 13.12.2023 to circle office for credit of Rs. 43878.55 to consumer.	Amreli-2
3	33/23-24	Ladhva Rajeshkumar Amarjibhai	Regarding New RL Connection.	1547 07.12.23	THE RESPONDENT IS DIRECTED TO IMMEDIATELY GIVE NEW RL CONNTION TO APPLICANT FROM JYOTIGRAM FEEDER PASSING THRU NAEREBY FROM APPLICANT PLACE.			Review asked by Respondent PGVCL of CGRF order, Next Date of hearing on dt. 10.01.2024	Palitana
4	35/23-24	Shri Friends Co-Op Housing Soc. Ltd. - Savarkundla	Regarding Audit Recovery Bill.	1444 19.10.23	SINCE THE POWER SUPPLY WAS NOT PROVIDED TO APPLICANT FOR THE CONCERN PERIOD RESPONDENT HAS TO CANCEL THE BILLOF 540 UNITS ISSUED BY AUDIT TEAM., AND APPLICANT HAS PAID THE BILL AMOUNT THEN CREDIT THE SAME. FURTHER THE BURNT METER CHARGES OF RS. 2275/- IS PAYABLE BY APPLICANT AS PER GERC NOT NO. 2/19 CL. 6.36.			Amount of 540 Units i.e. Rs. 3,912/30 is credited in applicant's account. (L.No. skd/7748 02.11.23)	Savarkundla
5	38/23-24	Bambhaniya Rameshbhai Bavchandbhai	Regarding Low voltage for Ind. Connection.	1445 19.10.23	THE RESPONDENT IS DIRECTED TO CHECK THE LT LINE AND TRANSFORMER CENTRE OF APPLICANT AND MAKE PROPER MAINTAINANCE, ALSO CHECK OTHER CONNECTION OF SAME LINE AND MAKE LOAD DIVIDATION IF REQUIRES AND INOFORM FORUM WITHIN 30 DAYS.	30		Existing transformer of 100 KVA BF with providing New transformer of 63 KVA. Also inform to applicant by Rural I Sdn with letter no MHV/R-1/EST/4110, Date: 30-12-2023	Mahuva
6	39/23-24	Gohil Dilubhai Jethabhai	Regarding AG PDC- RC.	1443 19.10.23	THE RESPONDENT IS ORDERED TO START THE CONNE OF APPLICANT WITHIN 30 DAYS, ALSO DIRECTED TO TAKE STRICT ACTION AGAINST DEFAULTER OFFICERS/EMPLOYEES AND INFORM FORUM WITHIN 60 DAYS.	30	YES	PDC TO LIVE PRAPOSAL SEND TO CIRCLE OFFICE IN E-SARKAR DT. 28.12.23	Mahuva
7	40/23-24	Hadiya Gunvantbhai Nathabhai	Regarding Large amount Bill.	1497 09.11.23	THE METER READING OF APPLICANT METER WAS 15924 TILL METER REPLACED ON 24.04.23, SO CANCEL THE EARLIER AVERAGE BILL AND CALCULATE THE AVERAGE BILL KEEPING EVERY MONTH AVG. CONSUMPTION, COLLECT THE RECOVERABLE AMOUNTIN 3 INSTALLMENT AND NOT TO RECOVERY DELAYPAYMENT CHARGE FROM APPLICANT.			Under Progress.	Savarkundla
8	45/23-24	Dineshbhai Jivarajbhai Gondaliya	Regarding Large amount Bill, due to meter jump.	1622 27.12.23	THE RESPONDENT IS DIRECTED TO CANCEL THE BILL DTD. 2106.23 OF 2641 UNIT AND ISSUE REIVSED BIL AS PER AVERAGE UNIT , WHICH IS PAYABLE TO APPLICANT.			As per CGRF order average of 15 unit bill given to consumer of Rs. 110.60, and credit of 2641 units, Rs 24407.90 given to consumr account on date 01.01.2024	Amreli-1
9	48/23-24	GHCL LIMITED	Regarding Faulty meter Bill,	1623 27.12.23	THE RESPONDENT IS DIRECTED TO CANCEL THE AUDITED BILL OF RS.19,77,402/24 AND ISSUE BILL AS PER MRI REPORT READING AND AS PER 6 MONTH DIFF UNIT AND ADD 33 %SLOW NESS AND THEN CALCULATED THE BILL AMOUNT AND ISSUE BILL AND REFUND THE REFUNDABLE AMOUNT IN NEXT BILL.			Rs. 15,52,824/- is credited in applicant's account on dt. 02.01.2024 (EE L.NO. SKD/117 dtd 06.01.24	Savarkundla
10	51/23-24	Mohanbhai Arjanbhai Makvana	Regarding New AG Conneciton.	1548 07.12.23	THE RESPONDENT IS DIRECTED TO GIVE NEW AG CONN. TO APPLICANT WITHIN 30 DAYS AND INFORM FORUM, FURTHER DIRECTED TO MAKE RECOVERY FROM APPLICANT AS PER THE COURT ORDER.	30		Work Completed , release within two days	Aamreli-2
11	53/23-24	M/s SPI Auto India Pvt. Ltd.	To cancel Load Ext. bill of H.T. Conn.	1487 07.11.23	SINCE THE APPLICANT WANT TO CONTINUE CONNECTION, AS PER SUPPLY CODE - 2015 CL. 4.95 AND PGVCL L.NO. 1910 DT. 19.03.22, RESPONDENT IS DIRECTED TO COLLECT UNDERTAKING OF APPLICANT AND RECOVER 2 YEAR MIN. CHARGE AND CANCEL THE F.Q. ISSUED TO APPLICANT.			As per CGRF Judgement Estimate amount credited in Con. Account Rs.1011656/- in dec-2023 and Minimum Charger recover for 4.95 clause L.E. of RS.201600/- In dec-2023	Surendrangar

12	54/23-24	Makvana Patshottambhai Chitharbhai	To issue Bill. As per proforma 15 and make installment of billed amount.	1626 27.12.23	THE RESPONDENT IS DIRECTED TO CONSIDER THE UDAGE PERIOD OF CONN. AND MAKE BILL BREAKUP WISE, AND AT PRESENT ACCEPT RS. 5,000/- START CONN. OF APPLICANT AND RECOVER THE BILL AMOUNT IN 3 INSTALAMENT WITH REGULAR BILL.			CONSUMER HAS PAID RS.5000 DT 12.12.23 /- & ALSO SAID CON.STARTED	Mahuva
13	55/23-24	Radhekrishna Oil Ind.	Regarding large amount bill due to meter change.	1498 09.11.23	THE RESPONDENT HAS TO CANCEL THE AVERAGE BILL OF MARCH-23 FOR 11680 UNITS AND ISSUE REVISE BILL OF 9187 UNITS, WHICH IS PAYABLE TO APPLICANT.			AS PER THE CGRF ORDER REVISED BILL ISSUED AND IMPLEMENTED (13.12.2023)	Gadhada

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 Ombudsm an? 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 APPLICNAT'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.			Connection is Y to Normal as per Judgement and aslo first bill issue to conumer on dt. 04.11.2023.	DN, SNR
2	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 .			Connection is released on date 15-01-2024.	City-1 Dn. BVN
3	21/23-24	Sankhat Pintubhai Bhikhabhai	Regarding New Single phave conn. For comm. 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."			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."	Mahuva
4	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 DEPT. ACTION AGAINST DEFAULTER OFFICER/EMPLOYES AND INFORM FORUM.	45		Said connection was reconnected on dtd : 26.10.23 as per CGRF ordar & proposal was send from BVN Rural Division to Bhavnagar Circle office vide letter no : PGDOB/0528/40/2023 dt: 20.10.2023. Approval form competent authority is awaited.	Rural Dn.- BVN