		QUARTERLY REF									
		Financial Ye	ear 2023-24								
	Name of the Forum	Bhuj									
	Quarter	3									
	Format on quarterly report to be submitted by CGRF	Bhuj									
	Format	I	_	·	1	r	1		1	,	
Sr. No	Parameters		Delay in Restring supply	Quality of supply	Meter problem s	Billing problem s	Quality of service	Delay in releasin g new connecti on	Others	Total	Remark s
1	Grievances Pending at end of previous quarter		0	0	0	0	0	1	1	2	
2	Grievances received during the quarter		0	0	2	3	0	0	3	8	
3	Total Grievances (1+2)		0	0	2	3	0	1	4	10	
4	Grievances redressed during the quarter		0	0	1	1	0	1	3	6	
5	Balance Grievances to be Attended (3-4)		0	0	1	2	0	0	1	4	
6	Grievances sussessfully redresssed during the quarter	a) Within 30 days b) After 30 days Total	0 0	0 0	1 0 1	1 0 1	0 0	1 0 1	3 0 3	6 0 6	
7	Grievances in the process of redrssal		0	0	1	1	0	0	1	3	
8	Grievances Pending for more than 30 Days		0	0	0	0	0	0	0	0	
9	Number of Cases redressed in favour of Licensee		0	0	1	0	0	1	1	3	
10	Number of Cases redressed in favour of Consumers		0	0	0	0	0	0	2	2	
11	Others (Withdrawn)		0	0	0	1	0	0	0	1	
12	No. of sittings in the Quarter	3									
13	No. of sittings attended by Chairperson	3									
	No. of sittings attended by Technical Member	3									
	No. of sittings attended by Independent Member	3									

Form	nat II							
		Statı	us of implemantation	of order of CGRF i	issued in favour of consu	mers (during the cu	rrent quarter)	
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 Ombudman? Yes/No	Status of CGRF order/implementation (Provide date of completion in case order is implemented)
			Refund of duplicate FQ		Licensee made refunde of duplicate FQ paid by consumer		No	
1	PG03/005/23.24	Gautam V. Bhatt		89/18.10.23		No		dupllicate FQ Amount refunded to party on dtd 05.10.2023
			REFund of SD amount	120/18.12.2023	Licensee should refund the SD amount with interste to party			Refund of SD amount with interest under process and same refunded in short time
2	PG03/004/23.24	Ram vastabhai Odera				15 Days	No	
Form	nat II							
		Statu	s of implemantation o	f order of CGRF is	ssued in favour of consum	ners (during the pre	vious quarter)	
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 Ombudman? Yes/No	Status of CGRF order/implementation (Provide date of completion in case order is implemented)
			Due to wrong recovery of demand charge in open Access bill		Licensee should refund of excess recovery of demand charge			Licenseee demandign guideline from higher authorit for refund amount as per CGRF order
	PG-04-04-2022.23	Jaybharat Steel Coproration		72/17.08.2023		30 days	No	
	PG-01-04-2023.24	Palu Khimji Maheshwari	As per lab report debit given by licensee	73/17.08.2023	Licensee should revised the debit entry for pending unit		No	As per CGRF order total 19615.34 credit given to consumer account hence judgement are implemente
	PG-02-02-2023-24	Every day Herbal Beuty care	frequent inteprtion of power supply	81/14.09.2023	maintance , feeder bifuraction etc work for maintain power supply to	30 Days	No	Mainataince Done
			Delay release new					As per CGRF order connection release on dtd