

Format I
QUARTERLY REPORT BY FORUM

Name of the Forum

CGRF- AHMEDABAD

Quarter

Oct.23 TO Dec.23)

Financial Year

2023-24

Sr.No	Parameter	Delay in Restoring Supply	Quality of Supply	Meter Problem	Billing Problems	Quality of Service	Others	Total
1	Grievances Pending at end of previous quarter				2	1		3
2	Grievances recieved during the quarter				6		1	7
3	Total grievances (1+2)				8	1	1	10
4	Grievances redressed during the quarter				8	1	1	10
5	Balance grievances to be attended (3-4)							
6	Grievances successfully redressed during the quarter	Within 30 days			5	1	1	7
		After 30 days			3			3
		Total			8	1	1	10
7	Grievances in the process of redressal							
8	Grievances pending for More than 30 days							
9	Number of cases redressed in favour of Licensee				3			3
10	Number of cases redressed in favour of Consumers				3	1		4
11	Others (S/W)				2		1	3
12	No. of sittings in the quarter	5						
13	No. of sittings attended by Chairperson	2						
14	No. of sittings attended by Technical Member	5						
15	No. of sittings attended by Independent Member	5						

Note:		Grievances successfully redressed during the quarter	Grievances pending for More than 30 days
	Case No of more than 30 days		3
	Reason		Applicants are not available for hearing.

Format II

Status of implementation of order of CGRF issued in favour of consumers (during the current quarter)

Name of the Forum:

UGVCL

Quarter:

III

Year:2023-24

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 Ombudsman? Yes/No	Status of CGRF order implementation (Provide date of completion in case order is implemented)
1	UGA-02-011-2023-	Navdiya Mukeshbhai Balubhai	UGVCL has issued Suo-moto bill which is not required by consumer	141/7.10.23	Forum has ordered to cancelled suo moto estimate	21 days from the date of receipt of order	No	
2	UGA-02-012-2023-	Rekha Sharma	Appellant has registered complaint regarding unauthorized electric pole and transformer on private property	142/7.10.23	Transformer centre is to be shifted at the place shown by the society (in the common area of society) at the expense of the society members including applicant. One span of 11 kV line to make underground at the expense of applicant only	21 days from the date of receipt of order	No	
3	UGA-02-013-2023-	Jitendrabhai Chunilal Chauhan	Suo moto estimate issued to appellant but he has no any requirement for additional load	143/7.10.23	Forum ordered that Suomotu estimate issued by UGVCL for enhancement of contract demand from 100 KW to HT shall be considered as deemed cancelled on receipt of the payment for Minimum Charges of 2 years	21 days from the date of receipt of order	No	
4	UGA-03-004-2023-	Parth Samirbhai Shah	Average bill issued to consumer due to faulty meter.	157/2.11.23	Forum has order to issue bill as per actual reading not average.	21 days from the date of receipt of order	No	2941/2.11.23

Format II

Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)

Name of the Forum		UGVCL						
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 Ombudsman? Yes/No	Status of CGRF order implementation (Provide date of completion in case order is implemented)
1	UGA-01-008-2023-2	Panchal Amrutbhai Padshabhai	Wrong Bill of 16770/- for 27530 unit for month of oct-nov 2022 be considered void.	98/ 21.7.23	Forum ordered that during the period from 28.9.22 to 7.12.22 bill calculated according to 756 units.	21 days from the date of receipt of order	No	1929/24.8.23
2	UGA-02-001-2023-2	Shri hari Vinzol Co. Op. Hou. Society	Connection of consumer is disconnected due to wrong bill.	104/ 1.8.23	The applicant is asked to pay a fresh electricity bill of 475 units after depositing 354 units in the electricity bill of July-August-22. After payment of the electricity bill, the electricity connection of the customer should be switched on immediately.	21 days from the date of receipt of order	No	1570/23.8.23
3	UGA-02-003-2023-2	Momin Manzoor Mohammad Hasambhai	The petitioner has not received any relief from the Government for the year 2021-22 from the fixed charges for hotel electricity connection.	106/ 1.8.23	The applicant shall be exempted from payment of fixed charges as mentioned in Circular No. GUV-132020-1293-K-1 dated 20.7.21.	21 days from the date of receipt of order	No	
4	UGA-02-004-2023-2	Babubhai Maganbhai Patel	The consumer's inverter was broken on 12.5.22. If they informed the company, the company kept saying that there is no fault in the inverter. But before 12.5.22, the applicant was getting 300 to 350 units but from 12.5.22, 70 to 100 units less. applicant asking for compensation from agency.	110/ 11.8.23	UGVCL will collect the penalty from Zodiac Agency and deposit it in the customer's account. The agency has appointed U.G.V.K.L. Penalty amount assessed by shall be reimbursed.	21 days from the date of receipt of order	No	

5	UGA-02-005-2023-2	Mangalmurti Quary Works	The consumer is suffering a lot of trouble due to the frequent tripping of lights in this power connection for the last two years and due to such sudden and frequent power interruptions in their production process, they are suffering a monthly loss of lakhs of rupees. applicant ask for feeder change.	111/ 11.8.23	Forum ordered that said HT power connection from Sub Divisional Office and three villages belonging to Talod-2 Sub Divisional Office but situated on Bileshwarpura feeder of Talod-1. They will have to invite the proposal for transfer to Wav JGY feeder of Talod-2 under System Improvement (SI) scheme and complete the work within one month time limit and report to the forum. Further as per the demand of the customer and on their application it is stated to complete the work by	21 days from the date of receipt of order	No	
6	UGA-02-006-2023-2	Patel Vishnubhai Chunilal	applicant applied for Line shifting but sdn office has rejected his application as there is no any technical physibility for line shifting.	136/ 26.9.23	forum ordered that five wire light pressure line should be moved from busbar or extension or aerial bunch cable proposal by UGVCL whichever is suitable. If none of them are suitable then finally the said line is to be shifted through underground. All expenses incurred by UGVCL for moving the sadar line will be borne by the applicant.	21 days from the date of receipt of order	No	
7	UGA-02-007-2023-2	Roquette India Pvt. Ltd.	Appellant has registered complaint for rechecking of electricity bill for the month of Apr-23 & Jun-23.	127/ 13.9.23	UGVCL has to recalculate actual maximum demand considering next maximum demand after 3460 KVA for the month Apr-2023 & next maximum demand after 3651 KVA & 3182 KVA for the month Jun-2023.	21 days from the date of receipt of order	No	

8	UGA-02-010-2023-2	M/s. Arvee Denim & Exports Ltd.	Appliant has given application for reduction of load on date 17.6.23 to the Executive Engineer Bopal and Superintending Engineer Sabarmati. Regarding this application for load reduction is cancelled by letter no. UGVCL/BPL/Tech/Rev/4584 on date 20.6.23.	129/ 13.9.23	UGVCL has to process consumer's load reduction after taking notarized undertaking for pending freeze amount. UGVCL may withheld the bank guarantee amount equivalent to his arrears plus his regular bank guarantee for revise C.D. against security deposit. Applicant has to apply new application for load reduction.	21 days from the date of receipt of order	No	
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