

ANNEXURE II

QUARTERLY REPORT BY FORUM

Name of the Forum: CGRF Mehsana.

Quarter: III Financial Year: 2023-24

Format I

Sr. No.	Parameters	Delay in Restoring Supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Total	
1	Grievances pending at the end of previous quarter	0	0	0	0	0	0	0	
2	Grievances received during the quarter	0	0	0	0	0	2	2	
3	Total grievances (1+2)	0	0	0	0	0	2	2	
4	Grievances redressed during the quarter	0	0	0	0	0	2	2	
5	Balance grievances to be attended (3-4)	0	0	0	0	0	0	0	
6	Grievances successfully redressed during the quarter	Within 30 day	0	0	0	0	0	2	2
		After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	0	0	0	0	0	2	2
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	0	0	0	0	0	0	0	
9	Number of Cases redressed in favour of the Licensee	0	0	0	0	0	0	0	
10	Number of Cases redressed in favour of the Consumers	0	0	0	0	0	2	2	
11	Others	0	0	0	0	0	0	0	
12	No. of sittings in the quarter	2							
13	No. of sitting attended by the Chairperson	0							
14	No. of sitting attended by the Technical Member	2							
15	No. of sitting attended by the Independent Member	2							

Format II**Status of 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)
1	UGM-03-001-2023-24	Patel Kantilal Ambalal	To provide power supply from Urban Feeder instead of Rulal Feeder.	49 10-11-2023	UGVCL to provide power supply from Urban Feeder instead of Rulal Feeder by establishing required infrastructure as early as possible.	--	No	Work in progress.
2	UGM-03-002-2023-24	Adarsh Baxipanch Kumar Chhatralay.	To install coated conductor instead of old LT line.	48 10-11-2023	Complaint resolved before Order.	--	No	Complaint resolved.

