

QUARTERLY REPORT OF SURAT CGRF FOURM

Name of the Forum : CGRF-Surat, DGVCL, Surat.

Quarter : FOURTH Quarter 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	4	4	
2	Grievances received during the quarter	0	1	2	3	0	13	19	
3	Total Grievances (1+2)	0	1	2	3	0	17	23	
4	Grievances redressed during the quarter	0	1	2	3	0	13	19	
5	Balance Grievances to be redressed (3-4)	0	0	0	0	0	4	4	
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	1	2	2	0	10	15
		b) After 30 days	0	0	0	1	0	3	4
7.	Grievances in the process of Redressal	0	0	0	0	0	0	0	
8.	Grievances pending for more than 30 Days	0	0	0	0	0	2	2	
9	Number of Cases redressed in favor of the Licensee	0	0	1	2	0	3	6	
10	Number of Cases redressed in favor of the Consumers	0	1	1	1	0	4	7	
11	Others	0	0	0	0	0	6	6	
12	No. of sittings in the quarter	8							
13	No. of sitting attended by the Chairperson	8							
14	No. of sitting attended by the Technical Member	6							
15	No. of sitting attended by the Independent Member	8							

Format II.**Status of pending implementation of order of CGRF issued in favour of consumers (during the current quarter)- JAN-24 TO MAR-24 FOR YEAR . -2023-24**

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	57/2023-24	Kushang K Desai	REFUNF OF security. DEPOSIT	17.01.2024	Fourum has directed to refund of Deposit to applicant.	30 DAYS	NO	Refund given to applicant as per CGRF order.
2	61/2023-24	Rameshbhai L Miyani	quality power supply	24.01.2024	Forum has directed to take action as per provision of SUPPLY CODE.	30 DAYS	NO	Implementation under process
3	68/2023-24	Ramesh bhai B Modi	Refund for Ujala Bulb Charge	20.03.2024	Forum has directed to DE (O&M) ,to give refund of chrges recovered from applicant.	30 DAYS	NO	Order of CGRF under implementation.
4	72/2023-24	Pavankumar J Patel	Slowness of meter	14.03.2024	Forum has directed to DE (O&M) ,to take necessary action as per MRI data.	30 DAYS	NO	Order of CGRF under implementation.
5	73/2023-24	Shri. Abdul Azad Karim Shaikh	Refund of Deposit	28.03.2024	Fourum has directed to refund of Deposit to applicant.	30 DAYS	NO	Refund given to applicant as per CGRF order.
6	76/2023-24	Shana Texofab	Deduction of HT Miscellaneous project	28.03.2024	Forum has directed to take action as per provision of	30 DAYS	NO	Order of CGRF under implementation.

			cost from ESTIMATE AMOUNT		SUPPLY CODE.			
7	77/2023-24	YMR Technofab LLP	Release of Addl. Laod	28.03.2024	Forum has directed to take action as per provision of SUPPLY CODE.	30 DAYS	NO	Order of CGRF under implementation.

Format II.**Status of pending implementation of order of CGRF issued in favour of consumers (during the current quarter)- OCT-23 DEC-23 FOR YEAR . -2023-24**

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	44/2023-24	Mo. Abrar Gulam Rasul Kagzi,	complainant has raised the complaint to release the connection at the earliest.	04.10.2023	CGRF has given order to release the connection as per SOP TO DGVCL.	30 DAYS	NO	Connection is released by DGVCL
2	50/2023-24	Manishbhai Zaverbhi Gujarati , president ,Pramukh Nandini Vibhag-1 Society	complainant has raised the complaint to shifting of transformer at the earliest.	08.11.2023	CGRF has given order to concern subdivision to complete the work of shifting of transformer within 5 days.	5 DAYS	NO	The shifting of transformer is carried out by subdivision as per CGRF order.
3	51/2023-24	Mansi Education trust	complainant has raised the complaint to shifting of transformer at the earliest.give refund for the amount paid for the underground cabel where DGVCL has laid less cabel then the shown in the estimate.	30.11.2023	CGRF has order to concern subdivision to give refund to complainant by preparing final bill of cabel work.	30 DAYS	NO	process of refund of amount for laying of cable is under process and it will be given to consumer before 20/01/2024
4	35/2023-24	SRF Limited	complainant has raised the issue for TMN given under option-ii work.	04.10.2023	CGRF has given order that TMN issued as per norms.	30 DAYS	YES	Consumer has applied in Ombudsman..Ombudsman given order ..now pending at high court.

Format II.**Status of pending implementation of order of CGRF issued in favour of consumers (during the current quarter)- July to sept. -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 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	27/2023-24 Review of 11/2023-24	Dhanlaxmi Industries	Applicant has represented to reconnect his connection without payment of old dues of previous party as he has purchased the plot in auction .	15.07.23	CGRF has directed to DGVCL to rconnect the power supply as per the recover pending dues as per hon'ble supreme court judgement.	30 days	YES	The Complainant has registered an appeal before Hon'ble ombudsman. Ombudsman has given order in favor of Complainant and DGVCL has acquiesce with order of Ombudsman.
2	31/2023-24	Smt. Smitaben Rameshkumar Patel	Applicant has represented to refund his LT connection deoisit as he has convert his lt connection to HT	23.08.2023	CGRF has directed to DGVCL to refund the security deposit to applicant.	30 days	NO	the security deposit of lt connection is refunded to applicant.
3	34/2023-24 Review of 18/2023-24	Smt. Laxmiben Odhabhai Senta	Applicant has represented to give new connection on first floor without insisiting for old dues of previous consumer .	18.08.2023	CGRF has directed to DGVCL to release new connection after observing all formalities without insisting old dues.	30 days	NO	subdivision has register the new connection application and connection will be released soon. Connection is released.
4	40/2023-24	Hardik ramnikbhai ghorl	Applicant has represented that accumulated bill was given due to wrongly reading taken hence relief in bill amount and to	30.09.2023	CGRF has directed to DGVCL to revise the bill as per slab wise to applicant.	30 days	NO	energy bill is bill is revised as per order to complainant.

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			give installment.					
5	42/2023-24	shri Mukeshbhai .D.Dhaduk	Applicant has represented to refund his deposit for LT temp. Connection and refund for amount paid for new connection for which his application is rejected.	30.09.2023	CGRF has directed to DGVCL to refund the security deposit to applicant for LT temp. connection as well as for amount of new connection as per rule..	30 days	NO	the security deposit and amount of new connection is refunded to applicant.

Format II.**Status of pending implementation of order of CGRF issued in favour of consumers (during the current quarter)-Apr-Jun-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 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.	171/2022-23	Payal textiles C/o Sanjaybhai Premajibhai Gadhiya, Plot No. 15,16,17 & 18, third floor, Patel industrial, Sayan, Surat	Provide electricity new connection	28.04.2023	Order to give new connection after fulfill of technical requirement	30 Day	No	Electricity connection is released after resolved of GETCO overload S/S issue
2.	172/2022-23	Smt. Ramaben Hareshbhai Savaliya, Plot No. 16/2, Pipodara, Ta: Mangrol, Dist: Surat	Supplementary electricity bill for slowness of meter	05.05.2023	Order to revise supplementary bill as per MRI report	30 Day	No	Supplementary bill is revised as per order and difference amount refunded.
3.	010/2023-24	Shri Jagdishbhai Revabhai Patel, Plot No. 1 B 115, GIDC, Pandesara, Surat	Refund for amount of credit excess unit in the consumer no. 052205/01075/4	22.06.2023	Order to revise excess supplementary bill for fast meter.	30 Day	No	Supplementary bill is revised as per order and difference amount credited in consumer account .
4.	012/2023-24	Ms. Swstik Twi Works, Road No. 9, U. U. Nagar paiki A-26/11, Udhana, Surat	Objection against slow electricity meter	30.06.2023	Order to revise supplementary bill as per MRI report	30 Day	No	Supplementary bill is revised as per order and difference amount credited in consumer account
5.	017/2023-25	Smt. Nitaben Jayantilal	Correction/cancel	22.06.2023	Order to revised regular	30 Day	No	bill is revised for 13261 unit

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		Patel, At.& Po. Puna, Ta. Choryasi, Dist:Surat	electricity bill of connection no. 40131/85876/4		energy bill for 13261 Kwh unit.			and amount 122199.56 as per cgrf order and payment made by applicant accordingly.
6.	018/2023-24	Smt. Laxmiben Odhabhai Senta, Resi-Plot No. 35, Dangigev Society vibhag-2, near Nalanda Vidhyalaya, Punagam, Surat	New electricity connection	30.06.2023	Order to give new electricity connection	30 Day	No	Applicant has submitted new connection application to Saroli subdivision and connection will be released soon.

Format II.**Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarter)- Jan-March-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 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.	146/2022-23	Gyansadan Education Trust, 242, 242-A, 243-A, Swaminarayan Nagar-2, Puna-Bombay Market Road, Udhana, Surat	High estimate of load Extension in HT connection	20.01.2023	Order to not recover of per KVA charge from the Complainant as entire feeder with U/G cable on registration of new application.	30 Day	No	The Complainant has not forward to registered a fresh application. Also, the Respondent has sought guideline from corporate office, DGVCL, Surat in respect of order passed by CGRF.
2.	150/2022-23	Smt. Hansaben Sureshbhai Patel, Gala No.2, Plot No.6706, Sachin Ind. Estate, Sachin Ta. Choryasi, Dist: Surat	High Security deposit for new electricity connection	30.01.2023	Order to refund the excess security Deposit to the Complainant.	30 Day	No	The excess Security Deposit has been refunded to the Complainant.
3.	151/2022-23	Tejal Saileshkumar Sonani, Gala No.3, Plot No.6706, Sachin Ind. Estate, Sachin Ta. Choryasi, Dist: Surat	High Security deposit for new electricity connection	30.01.2023	Order to refund the excess security Deposit to the Complainant.	30 Day	No	The excess Security Deposit has been refunded to the Complainant.
4.	152/2022-23	Smt. Viruben Durlabhbai Patel, Gala No.1, Plot No.6706, Sachin Ind. Estate, Sachin Ta. Choryasi, Dist: Surat	High Security deposit for new electricity connection	30.01.2023	Order to refund the excess security Deposit to the Complainant.	30 Day	No	The excess Security Deposit has been refunded to the Complainant.
5.	154 Review of 143/2022-23	Deputy Engineer (O&M), DGVCL Mandvi Sub Division.	Review of order passed by forum Dated 17.12.2022	23.03.2023	Order to cancelled audit bill as per clause no 6.84.	30 Day	No	Process is under progress to file an appeal before Hon'ble high court
6.	155/2022-23	M/s Angel Industry c/O- Prashant Damjibhai Vaghani, Plot No.U-7, 1st and 2nd floor, Diomand Industrial Park, sachin, Tal.Choryasi, Dist: Surat	High Security deposit for new electricity connection	09.02.2023	Order to refund the excess security Deposit to the Complainant.	30 Day	No	The excess Security Deposit has refunded to the Complainant.

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7.	156/2022-23	M/s. Inara Polyfab Pvt. Ltd., Block No. 35, Near : National Industrial-4, Moti Canal, Pipodara, Ta.-Mangrol, Dist-Surat-394110	Estimate and execution of work for giving new H.T. connection procedure	23.03.2023	Order to provide all the relevant provision of the Circulars regarding the recovery of various charges in the estimate for new connection to the Complainant and to rectify improper work.	30 Day	Yes	The Complainant has registered an appeal before Hon'ble ombudsman
8.	157/2022-23	Kiranben Rajendrabhai Tiwari, C/o. Sunny Adlakha, Plot No. 53, Ashirwad Industrial Estate, Surat.	Supplementary bill of reactive charge	10.03.2023	Order to withdraw / cancel the supplementary bill of reactive energy charge and refund the amount paid by the complainant in next electricity bill.	30 Day	No	supplementary bill of KVARh is cancelled and amount credited to consumer account.
9.	158/2022-23	Ms. Bhagwan Shree Polyfab Pvt. Ltd., Block No. 162/163, Opp. Gangadhara Police Chowki, Village:Soyani, Surat-Bardoli Road, Ta. Palsana, Dist:Surat	Interruptions in power supply	10.03.2023	Order to to carry out necessary thorough maintenance	30 Day	Yes	The Complainant has registered an appeal before Hon'ble ombudsman
10.	162/2022-23	Ms. Arman Industrial Pvt. Plot No. 714 & 7107/1, Road No. 7, G.I.D.C. Sachin, Surat.	Shifting of point of supply of HT connection no. 11164	10.03.2023	Order to shifting of point of supply of electricity HT connection as per requirement of the Complainant.	30 Day	No	Supply of point is shifted as per request of the Complainant.
11.	166/2022-23	Ms. Bright Bar Manufacturing Company, Old N. H. No.8, Station Road, Opp. G.I.D.C. St Bus Depot.,Ankleshwar Dist: Bharuch	Refund of security deposit of permanent disconnected connection no.00601/50531/0	29.03.2023	Order to refund security deposit.	30 Day	No	Security deposit refunded to the complainant