

QUARTERLY REPORT BY FORM

Name of the Forum : **CGRF-Valsad, DGVCL, Valsad.**

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

Annexure 2

CGRF Valsad

Format II.

Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)-Jan. 2024 to March.2024.

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.	19/2023-24	M/s. Creative Textiles Pvt. Ltd.	Taking Correction factor in billing for open access consumer	Out ward No 0027/02/2024 Dated 02.02.2024	Respondent is directed to revise erroneous bill as wrongly recovery of 0.75% considering consumer as an open access power supply is not trues	30 Days	No	---

Annexure 2

Format II.

Status of implementation of order of CGRF issued in favour of consumers (during the Current quarter)-Jan 2023 to 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.	15/2023-24	Krushnalal Darji, Flat No.201, Rajvihar-A, Nagatalavadi, NAVSARI.	Cancellation of solar application on Surya Gujarat portal	Outward No. 0396/01/2024 Dt: 20-01-2024	Respondent (DGVCL) was directed to accept solar application & process as per	30 Days	No	--
2.	16/2023-24	Dr. Ashish Lashkari, Flat No.301, Rajvihar-A, Nagatalavadi, NAVSARI.	Cancellation of solar application on Surya Gujarat portal	Outward No. 0399/01/2024 Dt: 20-01-2024	Respondent (DGVCL) was directed to accept solar application & process as per solar policy without delay	30 Days	No	--
3.	17/2023-24	Ankit Mahendra Shah, Flat No.401, Rajvihar-A, Nagatalavadi, NAVSARI.	Cancellation of solar application on Surya Gujarat portal	Outward No. 0403/01/2024 Dt: 20-01-2024	Respondent (DGVCL) was directed to accept solar application & process as per solar policy without delay	30 Days	No	--
4	18/2023-24	Nilesh Patel, Flat No.101, Rajvihar-A, Nagatalavadi, NAVSARI.	Cancellation of solar application on Surya Gujarat portal	Outward No. 0406/01/2024 Dt: 20-01-2024	Respondent (DGVCL) was directed to accept solar application & process as per solar policy without delay	30 Days	No	--