

QUARTERLY REPORT BY FORM

Name of the Forum: CGRF Godhra.....

Quarter: VI Quarter (Jan'-Feb-March-2024), 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	2	0	0	2	
2	Grievances received during the quarter	0	1	2	22	1	2	28	
3	Total Grievances (1+2)	0	1	2	24	1	2	30	
4	Grievances redressed during the quarter	0	1	2	24	1	0	28	
5	Balance Grievances to be redressed (3-4)	0	0	0	0	0	0	2	
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	1	2	24	1	0	28
		b) After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	0	1	2	24	1	0	28
7.	Grievances in the process of redressal	0	0	0	0	0	2	2	
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	4	0	0	4	
10	Number of Cases redressed in favour of the Consumers	0	1	2	20	1	0	24	
11	Others	0	0	0	0	0	0	0	
12	No. of sittings in the quarter	07							
13	No. of sitting attended by the Chairperson	07							
14	No. of sitting attended by the Technical Member	03							
15	No. of sitting attended by the Independent Member	07							

Annexure 2

Format II.

Status of pending 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)
-	-	-	-	-	-	-	-	-

Format II.

Status of pending implementation of order of CGRF issued in favour of consumers (during the previous 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	MG-GDR/III-06/2023-24	M/S Rajul Industries.	Grievances regarding Suo-Motuu Estimate to Conversion for LTMD TO HT	GDC/EE(T)/CGRF/Hearing/2023-24/354 Date:22.01.2024	The Forum has come to the-1.the procedure for enhancing their contract demand from 90 KW to LTMD 106 KVA HT and estimate issue by respondent MGVCCL accordance with closed no 4.95 of GERC supply code 2015 2-suo-Motuu Estimate issue by respondent for 106 KVA HT is considered in Order.	Yes	Yes	Not implemented.