

QUARTERLY REPORT BY FORUM**Aa per GERC Notification No. 02/19 & [Annexure-II]****Name of the Forum C.G.R.F., PGVCL, Bhavnagar.****Financial Year : 2023-24****Quarter : 4th Quarter (Jan- Mar- 2024)****1 Status of grievance redressal**

Sr. No	Parameters	Delay in Restoring Supply	Quality of Supply	Meter Problem	Billing Problem	Quality of service	Other	Total	
1	Grievances pending at end of previous quarter.	0	0	0	8	1	0	9	
2	Grievances received during this quarter	0	0	0	26	2	3	31	
3	Total Grievances (1+2)	0	0	0	34	3	3	40	
4	Grievances redressed during this quarter	0	0	0	22	3	3	28	
5	Balance Grievances to be redressed (3-4) at the end of Quarter	0	0	0	12	0	0	12	
6	Grievances successfully redressed during this Quarter	a) Within 30 days	0	0	0	11	2	1	14
		b) After 30 days along with reasons in brief. Reason : In 3 cases applicant remined absent in 1st meeting. in. in remainng 11 cases meeting could not be arranged due to work flow.	0	0	0	11	1	2	14
		Total	0	0	0	22	3	3	28

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. (1) 1 Applicant remain absent 2) in remaining 2 cases due to require more document. In remaining 3 case due to work flow.	0	0	0	6	0	0	6
9	Number of Cases redressed in favour of Licensee	0	0	0	10	1	2	13
10	Number of Cases redressed in favour of Consumers.	0	0	0	9	0	0	9
11	Other	0	0	0	3	2	1	6
12	Nos. of seatings in the Quarter.	9						
13	Nos. of Seatings attended by Chairperson	9						
14	Nos. of Seatings attended by Technical Member	5						
15	Nos. of Seatings attended by Independent Member	9						
16	Nos. of Seatings attended by Convenor	9						

PGVCL - BHAVNAGAR - FORUM

Format I

Status of implementation of order of CGRF issued in favour of consumer (During the current quarter) - JAN.- MARCH. 2024.

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment Date	Order of CGRF in brief	Time period given for implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of completion in case order is implemented)
1	42/23-24	M/s Test Pride Foods	Regarding Faulty Meter Bill of LTMD Connection.	11/01/2024	THE RESPONDENT IS DIRECTED TO CANCEL 2 BILL OF 15520 UNIT FALUTY METER AND ISSUE REVISED AS PER GERC NOTI NO 4/2015 CL. 6.58 FOR 3 BILLING AFTER METER CHANGED LE. OCT 23, NOV-23, DEC-23 AND CREDIT THE DIFF. AMUNT IN APPLICANT'S ACCOUNT AS HE HAS PAID FULL BILL WITH OBJECTION.			Credit adjustment as per CGRF order is given vide ID No. 30844437,30844441,30844445, and Rs. 1,13,140/- credited on dtd. 19.02.24.
2	58/23-24	Punabhai Arjanbhai Parmar	To revise large amount Bill.	11-01-2024	THE RESPONDENT IS DIRECTED TO CANCEL THE BILL OF 471 UNIT AND ISSUE BILL OF 28.08.23 FOR 267 UNIT INSTEAD OF "0" UNIT AND BILL OF 27.10.23 OF 204 UNIT INSTEAD OF 471 UNITS AND CREDIT THE DIFF. AMOUNT IN APPLICANTS ACCOUNT. APPLICANTS THEN HAS TO PAY THE FULL BILL TO AVOID DISCONNECTION.			As per CGRF Order amt. RS.155.88 Credited in applicant's account (REF: BRD/REV/670 DT 28.02.24)
3	60/23-24	Sunderbhai Laxmanbhai	To Credit the waiver sum settled Under Amnesty Scheme.	11-01-2024	THE RESPONDENT IS DIERECTED IMMEDIATELY START PROCEDURE TO GIVE NEW CONNN. TO APPLICANT, AND CREDIT THE SETTLE AMOUNT IN AMENESTY SCHEME IN APPLICANT'S ACCOUNT AND SQUARE UP THE ACCOUNT BY CREDITING D.P.C. IF ANY CHARGED			As per CGRF Order amt. Rs.80490.87 Credited in applicant's account vide ID NO 30796802 DT.30-01.2024 & applicant's New AG Connection FQ paid and release work under process.
4	61/23-24	Chauhan Bakulbhai B.	Regarding not to make load reduction of our conn. And disconnected illegally.	11-01-2024	THE RESPONDENT IS DIERECTED TO RECONNECT THE CONNECTION WITHOUT ASKING ANY DOCUMENTS WITHIN 7 DAYS, FURTHER CONSIDER THE LOAD REDUCTION DATE AS 19.09.22 AND GIVE THE EFFECT IN BILLING AND RECOVER NEW DEPOSIT AS PER NORM. IT IS FURTHER ORDERED TO TAKE DISC. ACTION AGAINST DEFAULTER EMPLOYEES OF THE CASE.			As per consumer application DTD.15.01.2024 they did not required said conection because business loss, also they dose not required for load reduction in said connection ,so necessary instruction has been passed for refund of SD amount after calculation to V'Pur SDn vide letter : NO.BRD/AC/REV/478 On dtd.19.02.2024
5	68/23-24	Bareya Panchabhai Dayabhai	Regarding Faulty Meter Billing.	05/03/2024	KEEPING THE PAST AND PRESENT CONSUMPTION PATTERN OF APPLICANT, IT IS ORDER TO RESPONDENT TO CANCEL THE 3653 UNIT CONSUMPTION BILL AND ISSU "F" STATUS AVERAGE BILL.			Credit Adjustment as per CGRF order is given vide ID NO 30890508,30890513,30890511, and Rs. 21,177/23 is credited on dtd 11.03.24.
6	71/23-24	Navinbhai Shantilal Chavda	Regarding Faulty Meter Average Bill.	22/03/2024	THE RESPONDEN IS DIRECTED TO CANCEL THE 3277 UN ITS MONTHLY BILL AND CONSIDERING CLOSE FACTORY 10 DAYS PERIOD ,ISSUE REVISE AVERAGE BILL OF 2185 UNIT TO APPLICANT, WHICH IS PAYABLE TO APPLICANT			AS per CGRF order Rs. 10,811=30 of differential 1092 units amount is creadited in applicant's account. (Ref. BTSD-2/1212 Dtd. 06.04.24.)
7	74/23-24	Ramdev Cotton and Oil Mill.	Regarding Close unit Faluty Meter Bill.	05/03/2024	THE RESPONDENT IS DRECTED TO REVISE THE "F" STATUS BILL ISSUED TO APPLICANT FOR THE PERIOD AUG-SEPT-NOV FOR 7250 EACH TO 1300 UNIT EACH FRO AUG-23 AND SEPT-23 AND 4312 UNITS FOR NOV-23. FURTHER RESPONDENT IS ALSO ORDERED TO REVISE THE BILL DTD. 01.11.22 AND ISSUE ACTUAL CONSUMPTION BILL FOR THE PERIOD 22.09.22 TO 01.11.22 AND FOR THE PERIOD 25.08.22 TO 22.09.22 REMOVE "N" STATUS BILL AND ISSU "F" STATUS BILL.			AS PER CGRF ORDER AMOUNT OF DIFF. 18770 YUNIT RS. 1,63,831,19 CREDITED IN APPLICANT A/C ON 13.03.24 THRU CREDIT ADJUSTMENT. (REF. PLT/1474 DT. 21.03.24)

8	78/23-24	M/s Shri Om Industries	Regarding large amount Billing.	16/03/2024	THE BILL OF 24892 ISSUED BY RESPONDENT IS FOUND OK BUT IT IS ORDERED TO ISSUE REIVSE BILL BY SPLIT THE BILL AS PER THE PRORATA FOR THE PERIOD MAY-2017 TO MAR-2023 CONSIDERING RELLEVANT TIME TARIF AND ALSO CANCEL THE BILL ISSUED DURING THE PERIOD FOR LOCK AND FALUTY STATUS.IT IS FURTHER ORDER TO PROVIDE DOCUMENTS TO APPLICANT WHEN THEY DEMANDS. THE METER READERS OF RESWPONDNET IS FOUND TOTALLY NEGLIGENCE IN METER READING WORK AND IT IS ORDER TO TAKE DEPTT. ACTION AGAINST DEFAULTER			As per CGR order Rewrite bill calculate and diff amt. credited of Rs.33006/- in LT con account on dt.06.04.2024
9	83/23-24	Shree Rameshwar Steel Ind.	Regarding non acceptance of PDC application.	16/03/2024	THE RESPONDENT IS DIRECTED TO CANCEL THE F.Q. OF LOAD EXT. AND RECOVER MIN CHARGE FOR 2 YEARSAS PER HTP TARIF - 4 CONSIDERING MD DURING THE YEAR 23-24.			Consumer is informer to pay minimum charges Rs. 6,67,240/- for 2 years vide letter No. BCD-2/Rev./HT/673, Dt. 22.03.2024 but still not paid.

Format II

Statement showing pending cases of 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 for implementation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of completion in case order is implemented)
1	79/22-23	Madhu Silica Pvt. Ltd.	Regarding refund of setoff calculation.	1438 19.10.23	REVIEW ORDER : REVIEW APPLICATION IS ACCEPTED AND ALL THE DEMAND OF APPLICANT IS ALLOWED.			Guideline asked from Circle Office for implementation of order vide PGDOB/0154/12/2023, Dt. 05.12.2023
2	25/23-24	Kantibhai Jerambhai Kathiriya	Regarding Wrong Billing	1500 09.11.23	THE AUDIT RECOVERY MADE BY RESPONDENT IS NOT RECOVERABLE, HENCE IT IS ORDERED TO CANCEL THE AUDIT RECOVERY BILL OF RS. 49,103/- AND 2 YEAR MIN. CHARGE OF LOAD EXT. IS RECOVERABLE FROM APPLICANT.	30		Respondent of this case PGVCL is preparing for Review the Case.
3	33/23-24	Ladhva Rajeshkumar Amarjibhai	Regarding New RL Connection.	142 21.02.24	REVIEW ORDER : THE REVIEW APPLICATION OF PGVCL IS CONSIDERED AND NOW IT IS ORDERED TO ISSUE NEW AG CONN. TO APPLICANT FROM AG FEEDER NOT FROM JGY FEEDER.	REVIEW ORDER		Project No. 422300 is Approved, But due to Model code of Conduct work not started. and this work will be completed after Model code of conduct.
4	40/23-24	Hadiya Gunvantbhai Nathabbhai	Regarding Large amount Bill.	1497 09.11.23	THE METER READING OF APPLICANT METER WAS 15924 TILL METER REPLACED ON 24.04.23, SO CANCEL THE EARLIER AVERAGE BILL AND CALCULATE THE AVERAGE BILL KEEPING EVERY MONTH AVG. CONSUMPTION, COLLECT THE RECOVERABLE AMOUNTIN 3 INSTALLMENT AND NOT TO RECOVERY DELAYPAYMENT CHARGE FROM APPLICANT.			As per the CGRF Order Faulty Meter Billed amount credited in applican'ts account and amount of 3 installment as per the calculation will be recovered from applicant as per the Order, Applicant has paid Rs. 40,000/- (REF. SKD/T-1/40 16.04.24.)