QUARTERLY REPORT BY FORUM											
Financial Year 2023-24											
	Name of the Forum	Bhuj									
	Quarter	4									
	Format on quarterly report to be submiited by CGRF Format	Bhuj I									
Sr. No.	Parameters		Delay in Restring supply	Quality of supply	Meter problem s	Billing problem s	Quality of service	Delay in releasin g new connecti on	Others	Total	Remark s
1	Grievances Pending at end of previous quarter		0	0	1	2	0	0	1	4	
2	Grievances received during the quarter		0	1	1	5	0	1	1	9	
3	Total Grievances (1+2)		0	1	2	7	0	1	2	13	
4	Grievances redressed during the quarter		0	1	2	4	0	0	2	9	
5	Balance Grievances to be Attended (3-4)		0	0	0	3	0	1	0	4	
6	Grievances sussessfully redresssed during the quarter	a) Within 30 days b) After 30 days Total	0 0 0	1 0 1	2 0 2	2 2 4	0 0 0	0 0 0	1 1 <b>2</b>	6 3 9	
7	Grievances in the process of redrssal		0	0	0	0	0	0	0	0	
8	Grievances Pending for more than 30 Days		0	0	0	1	0	0	0	1	
9	Number of Cases redressed in favour of Licensee		0	1	1	1	0	0	2	5	
10	Number of Cases redressed in favour of Consumers		0	0	1	3	0	0	0	4	
11	Others (Withdrawn)		0	0	0	0	0	0	0	0	
	No. of sittings in the Quarter	3									
	No. of sittings attended by Chairperson	3									
	No. of sittings attended by Technical Member	2									
15	No. of sittings attended by Independent Member	3									

Format II

Status of implemantation 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 Judgement No. & Date	Order of CGRF in brief			Status of CGRF order/implementation (Provide date of completion in case order is implemented)			
			Pending unit debit as per lab report		(१) सहरहु इरियाही ने १७/०८/२०१२ तारीभ १७/०२/२०२२ ना समय ગાળा नी એવરેજ વપર		No	As per CGRF order Rs 15958.29 credited to consumer accoutn on dt d05.01.24 hence CGRF judgement			
					આવેલ છે અને સદરહુ મીટર બદ્લ્યા બાદ પણ વપરાશ ની પેટ્ટન ઉપર મુજબ ની છે , તે મુજબ			imlemented			
					ાવાદીત ૮૮૯૫ ચુનીટ ના તારીખ ૧૭/૦૨/૨૦૨૨ પહેલા ના મહીના ની ૩૫૫ ચુનીટ પ્રમાણે ટેરીફ						
					કોસ્ટ વગેરની ગણત્રી કરી  રીવાઇઝ બીલ અરજ્દાર ને દિવસ ૦૭ મા આપવુ (૨) ઉપરોકત રીવાઇઝ						
					બીલ ના ૩ (ત્રણ) એક સરખા (Month wise) હપ્તા કરી આપવા						
1	PG03/005/23.24	Abbas Hasam Tarwani		2/02.03.2024		Yes					
			after installation of solar		After re-check the meter in labe open less unit found hence Credit given by PGVL		NO				
			meter excess bill amount comes								
2	PG04/003/2023.24	Zala Ranjit sinh chatrasinh	comes	34/16.03.2024		No		Refund amount given to consumer account rs 11869.65 as per CGRF order			
			Pending new connection and require refund amount		PGVCL release new connection immediately and wave of DPC charge from 2018 to consumer account		No				
			paid agains old out standing dues					PGVCL release New connection on date 16.03.2024			
3	PG04/004/2023.24	Chetan Kanji Nishor	5	34/02.03.2024		Yes		remaining matter PGVCL file review application			
			fast meter bill for the month of July August 2024	41/22.03.2024	PGVCL revised the bill for the month of July Augut 2024 from average consumetion of applicatn last three billing cycle			Pending			
4	PG04/006/2023.24	Jequar & company Limited				NO	No				
Forn	nat II										
			Status of	implemantation of	of order of CGRF issued in favour of consumers (during the	previous quarter)					

	Status of implemantation 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 Judgement No. & Date	Order of CGRF in brief	Time period given in order for Implementation	Whether consumer approached the Ombudman? Yes/No	Status of CGRF order/implementation (Provide date of completion in case order is implemented)	
			Refund of duplicate FQ		Licensee made refunde of duplicate FQ paid by consumer		No		
								dupllicate FQ Amount refunded to party on dtd	
1	PG03/005/23.24	Gautam V. Bhatt		89/18.10.23		No		05.10.2023	
			REFund of SD amount	120/18.12.2023	Licensee should refund the SD amount with interste to party			SD and interest amount total 364062/ refunded to Party vide cheque No 782504 Date 08.01.2024	
2	PG03/004/23.24	Ram vastabhai Odera				15 Days	No	Hence order of Bhuj forum implemented	