

Format I
QUARTERLY REPORT BY FORUM

Name of the Forum

CGRF- AHMEDABAD

Quarter

Jan.24 TO Mar.24

Financial Year

2023-24

Sr.No	Parameter	Delay in Restoring Supply	Quality of Supply	Meter Problem	Billing Problems	Quality of Service	Others	Total
1	Grievances Pending at end of previous quarter							
2	Grievances recieved during the quarter				8		1	9
3	Total grievances (1+2)				8		1	9
4	Grievances redressed during the quarter				5			5
5	Balance grievances to be attended (3-4)				3		1	4
6	Grievances successfully redressed during the quarter	Within 30 days			4			4
		After 30 days			1			1
		Total			5			5
7	Grievances in the process of redressal				3		1	4
8	Grievances pending for More than 30 days							
9	Number of cases redressed in favour of Licensee				4			4
10	Number of cases redressed in favour of Consumers				1			1
11	Others (S/W)							
12	No. of sittings in the quarter				6			
13	No. of sittings attended by Chairperson				6			
14	No. of sittings attended by Technical Member				5			
15	No. of sittings attended by Independent Member				6			

Format II

Status of implementation of order of CGRF issued in favour of consumers (during the current quarter)

Name of the Forum:

UGVCL

Quarter:

IV

Year:2023-24

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 Ombudsman? Yes/No	Status of CGRF order implementation (Provide date of completion in case order is implemented)
1	UGA-04-005-2023-24	Yamunaji Plastics	UGVCL has issued bill for slow meter for six months instead of actual date as per MRI	24/11.3.24	Forum ordered to issue a revised bill to the applicant by calculating 41.83% slow movement during the period from 4.7.23 to 28.7.23.	21 days from the date of receipt of order	NO	

Format II

Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)

Name of the Forum UGVCL

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	Wheather consumer approached the Ombudsman? Yes/No	Status of CGRF order implementation (Provide date of completion in case order is implemented)
1	UGA-02-011-2023-2	Navdiya Mukeshbhai Balubhai	UGVCL has issued Sou-moto bill which is not required by consumer	141/7.10.23	Forum has ordered to cancelled suo moto estimate	21 days from the date of receipt of order	No	
2	UGA-02-012-2023-2	Rekha Sharma	Appellant has registered complaint regarding unauthorized electric pole and transformer on private property	142/7.10.23	Transformer centre is to be shifted at the place shown by the society (in the common area of society) at the expense of the society members including applicant. One span of 11 kV line to make underground at the expense of applicant only	21 days from the date of receipt of order	No	
3	UGA-02-013-2023-2	Jitendrabhai Chunilal Chauhan	Suo moto estimate issued to appellant but he has no any requirement for additional load	143/7.10.23	Forum ordered that Suomotu estimate issued by UGVCL for enhancement of contract demand from 100 KW to HT shall be considered as deemed cancelled on receipt of the payment for Minimum Charges of 2 years	21 days from the date of receipt of order	No	
4	UGA-03-004-2023-2	Parth Samirbhai Shah	Average bill issued to consumer due to faulty meter.	157/2.11.23	Forum has order to issue bill as per actual reading not average.	21 days from the date of receipt of order	No	2941/2.11.23