

ANNEXURE II

QUARTERLY REPORT BY FORUM

Name of the Forum: CGRF Mehsana.

Quarter: IV Financial Year: 2023-24

Format I

Sr. No.	Parameters	Delay in Restoring Supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Total	
1	Grievances pending at the end of previous quarter	0	0	0	0	0	0	0	
2	Grievances received during the quarter	0	0	1	1	0	8	10	
3	Total grievances (1+2)	0	0	1	1	0	8	10	
4	Grievances redressed during the quarter	0	0	1	1	0	8	10	
5	Balance grievances to be attended (3-4)	0	0	0	0	0	0	0	
6	Grievances successfully redressed during the quarter	Within 30 day	0	0	0	1	0	6	7
		After 30 days along with reasons in brief	0	0	1	0	0	2	3*
		Total	0	0	1	1	0	8	10
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	0	0	0	0	0	0	0	
9	Number of Cases redressed in favour of the Licensee	0	0	1	0	0	2	3	
10	Number of Cases redressed in favour of the Consumers	0	0	0	1	0	6	7	
11	Others	0	0	0	0	0	0	0	
12	No. of sittings in the quarter	4							
13	No. of sitting attended by the Chairperson	4							
14	No. of sitting attended by the Technical Member	3							
15	No. of sitting attended by the Independent Member	4							

*** Applicants not remained present during hearings.**

Format II

Status of 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)
1	UGM-04-001-2023-24	Convener, Banaskantha Jamin Adhikar Andolan Manch	Objection against installing electric poles and line in the agriculture land.	79 11-03-2024	UGVCL has to shift line as per GERC Supply Code Sec.4.27(4) and Line shifting applicant to receive consent of Objector, i.e. this applicant.	30	No	Complaint resolved.
2	UGM-04-002-2023-24	Kanbi Umabhai Trikmabhai	Estimate not given though applied for load extension.	60 23-01-2024	Supp. Bill of Rs.96000/- is cancelled. Applicant as well as UGVCL to regularize addl. load as checking sheet as per rules.	30	No	Complaint resolved.
3	UGM-04-005-2023-24	Patel Alpesh	Objection against installation of Transformer near the gate of society.	96 30-03-2024	Complaint resolved before Forum orders.	--	No	Complaint resolved.
4	UGM-04-006-2023-24	Suthar Kamlaben Shankarlal	Area reduction in existing electric connection.	95 30-03-2024	Applicant to provide documentary evidence as per Supply Code Sec.4.28 to obtain second ele. Conn. In same survey number.	30	No	Work in progress.

