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	Quality of	Meter Problems	Billing Problems	Quality of	Others	Total
NO.			Supply	Supply	Problems	Problems	Service		
1	Grievances pending at the	e end of previous quarter	0	0	0	0	0	0	0
2	Grievances received durin	0	0	1	1	0	8	10	
3	Total grievances (1+2)	0	0	1	1	0	8	10	
4	Grievances redressed dur	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	Within 30 day	0	0	0	1	0	6	7
	redressed during the	After 30 days along with reasons in	0	0	1	0	0	2	3*
	quarter	brief							
		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		0	0	0	0	0	0	0
	in brief	0	0		_	_	_	_	
9		Number of Cases redressed in favour of the Licensee			1	0	0	2	3
10	Number of Cases redress	0	0	0	1	0	6	7	
11	Others	0	0	0	0	0	0	0	
12	No. of sittings in the quar	4							
13	No. of sitting attended by	4							
14	No. of sitting attended by	3							
15	No. of sitting attended by	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 implement-tation	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.	e 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.			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.

5	UGM-04- 007- 2023-24	Chisti Sarfarajhusen Iqbalhusen	Matter of not changing the name.	2 06-04-2024	UGVCL to change the name immediately.	30	No	Work in progress.
6	UGM-04- 09-2023- 24	Thakor Sayarben Mangalsinh	For obtaining single phase electric connection for residence.	4 06-04-2024	Applicant to provide No Objection from neighbour as per Supply Code Sec.4.27(4) and then UGVCL to give elect. Connection.	30	No	Work in progress.
7	UGM-04- 010- 2023-24	Rushi Cold Storage	The matter of not giving benefit of off seasonal period despite filling the seasonal off form.	5 06-04-2024	UGVCL to consider January-February-2024 period as Off Season.	30	No	Work in progress.

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 implement-tation	Whether consumer approached the Ombudsman? Yes/No	Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)
	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil