

**Format I**  
**QUARTERLY REPORT BY FORUM**

**Name of the Forum**

**CGRF- AHMEDABAD**

**Quarter**

**Apr 24 to Jun 24**

**Financial Year**

**2024-25**

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

## Format II

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

Name of the Forum:

UGVCL

Quarter:

I

Year:2024-25

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-04-007-2023-24	DR. Bharatbhai N Nayak	Disconnection of electric connection 24501088249 due to wrong arrears of 24501268190	37/5.4.24	Forum ordered to reconnect the connection and do needful for arrears as per company's rules.	21 days from the date of receipt of order	NO	
2	UGA-04-008-2023-24	Shrijee Paper Mills Pvt. Ltd.	mis-interpretation of Hon'ble Supreme court and its conclusion-328 summarized clause (j) of civil appeal no. 2109-2210 of 2004 and wrongly issued recovery notice for Rs.96,79,430.65 of M/s Hariraj Paper Mills Ltd. (HT connection no.33327-PDC connection)	38/5.4.24	Forum ordered that the auction purchaser M/s. Shrijee Paper Mills Pvt. Ltd. has to pay principal amount with 9% simple interest till the payment received. And when principal amount of "arrears" with interest will be recovered from old consumer i.e. in r/o Hariraj paper Mills shall be refunded to new HT consumer M/s Shrijee Paper Mills Pvt. Ltd	21 days from the date of receipt of order	NO	
3	UGA-04-009-2023-24	Patel Devendrabhai Mavjibhai	Objection in getting new residential connection	39/6.4.24	Forum ordered to DE Dhansura, in the presence of Vinodbhai Mavjibhai, to erect a pole at a place where they will not be disturbed and take action to provide new electricity connection to Devendrabhai Patel.	21 days from the date of receipt of order	NO	
4	UGA-01-002-2024-25	Harshadbhai Shah c/o Shri Jain Derasar Vijaynagar	Applicant has registered complaint regarding solar generation units be considered from date of commissioning adjusted/created in energy bill thereof.	46/15.5.24	As per the average usage shown in the conclusion above, as per the billing period from 1.9.22 to 2.5.23 with Rs.1.10 banking charges to calculate fresh bill. Recalculation of electricity consumption bill from 3.5.23 to 3.5.24 by taking banking charges as per Rs.1.10.	21 days from the date of receipt of order	NO	1413/24.5.24

5	UGA-01-003-2024-25	Shekhani Ind. Pvt Ltd.	to charge banking charges @Rs.1.10 instead of Rs.1.50 and refund excess amount recovered from applicant from the beginning of the solar plant as company is registered under MSME.	49/10.6.24	Forum has ordered that applicant has to execute new Agreement with UGVCL considering the MSME unit. UGVCL has to give effect of Banking charge and SIC rates as per MSME from date of amendment of existing agreement as per procedure laid down in the solar policy 2021	21 days from the date of receipt of order	NO	
---	--------------------	------------------------	--	------------	---	---	----	--

