## **ANNEXURE II**

## **QUARTERLY REPORT BY FORUM**

Name of the Forum : CGRF Mehsana

Quarter: 1 Financial Year: 2024-25

Format I

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

# FY 2024-25

#### 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. & 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-01-002-2024-25	Karuna Setu Trust, Vadnagar	To waive off DPC for paid amount.	19 29/05/24	UGVCL has to waive off DPC for paid amount.	30	No	Order implemented vide letter No.UGVCL/VAD-2/ Billing/2020 dated 01-07- 2024.
2	UGM-01-005-2024-25	Patel Heeraben Natvarlal	Regarding average bill given for the period October-November-2023.	22 31/05/24	UGVCL has to revise bill calculating 184 units.	30	No	Order implemented vide letter No.UGVCL/City Sub- division/Billing/2474 dated 10-06-2024.

# Format - II Status of pending 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. & 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
	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL