

QUARTERLY REPORT OF SURAT CGRF FOURM

Name of the Forum : CGRF-Surat, DGVCL, Surat.

Quarter : SECOND Quarter Financial Year : 2024-25.

Sr. No	Parameters	Delay in restoring supply	Quality of supply	Meter problem	Billing problems	Quality of service	Others	Total	
1	Grievances Pending at the end of previous quarter	0	0	0	1	0	3	4	
2	Grievances received during the quarter	0	0	0	0	0	10	10	
3	Total Grievances (1+2)	0	0	0	1	0	13	14	
4	Grievances redressed during the quarter	0	0	0	1	0	11	12	
5	Balance Grievances to be redressed (3-4)	0	0	0	0	0	2	2	
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	0	0	1	0	8	9
		b) After 30 days	0	0	0	0	0	3	3
7.	Grievances in the process of Redressal	0	0	0	0	0	0	0	
8.	Grievances pending for more than 30 Days	0	0	0	0	0	0	0	
9	Number of Cases redressed in favor of the Licensee	0	0	0	1	0	0	1	
10	Number of Cases redressed in favor of the Consumers	0	0	0	0	0	7	7	
11	Others	0	0	0	0	0	4	4	
12	No. of sittings in the quarter	03							
13	No. of sitting attended by the Chairperson	03							
14	No. of sitting attended by the Technical Member	03							
15	No. of sitting attended by the Independent Member	01							

Format II.**Status of pending implementation of order of CGRF issued in favour of consumers (during the current quarter)- SECOND QUARTER
JULY-24 TO SEPT-24 FOR YEAR . -2024-25 (05/10/2024)**

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	5/2024-25	The Baroda Rayon Corporation	refund of deposit	03.07.2024	CGRF orderd to take action to verify the records and refund the security deposit to complainant.	30 Days	yes	DGVCL has filed the petion in the Hon'ble Highcourt.
2	17/2024-25	M/S Skywin Paper Industries pvt. Ltd.	wrong HT final bill calculation and refund threerof	04.07.2024	CGRF orderd to revise final bill and accordingly refund /recover procedure to becarried out.	30 Days	No	CGRF order is under implememantation
3	19/2024-25	M/S Laxmi vishnu silk mills (review appeal for case no :01/2024-25)	protest for addition of document in consumer file for ht connection	03.07.2024	CGRF orderd to take action to verify the legality of documents as per original order.	30 Days	No	CGRF order is under implememantation
4	22/2024-25	Shree Laxmi Texere LLP	esatmate related	25.07.2024	CGRF orderd to revise the Estimate as per GERC regulation	30 Days	No	DGVCL has filed the petion in the Hon'ble Highcourt.

5	23/2024-25	M/S laxmi Textiles	esatmate related	25.07.2024	CGRF orderd to revise the Estimate as per GERC regulation	30 Days	No	DGVCL has filed the petion in the Hon'ble Highcourt.
6	24/2024-25	Alvee Raw House	correction in the load	25.07.2024	CGRF order to revise the contract load as per the estimate issued.	30 Days	No	CGRF order is implememnted.
7	25/2024-25	M/S N.J.Industries	Refund of TDS	30.07.2024	CGRF orderd to refund the TDS and to coordinate with GETCO for balace TDS to be refunded.	30 Days	No	CGRF order is under implememantation

Format II.**Status of pending implementation of order of CGRF issued in favour of consumers (during the current quarter)- FIRST QUARTER
APR-24 TO JUN-24 FOR YEAR . -2024-25**

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	1/2024-25	Shri Hasmukhlal Rangildas Ghael	addition of document in consumer file for ht connection	18.05.2024	CGRF orderd to take action to verify the legality of documents .	30 Days	No	review application received in the case which is heard and under process.
2	2/2024-25	Shri Jaysukhbhai Kashibhai Vasava	new connection	30.04.2024	CGRF orderd to release new connection to complainant	30 Days	No	connection was released by DE (O &M) .
3	3/2024-25	M/S Maker Filaments	Final bill of TRANSFORMER SHIFTING	25.04.2024	CGRF ordered to prepare final bill and refund amount if any	30 Days	No	CGRF order is implemented.
4	4/2024/25	Shri Pankanjbhai Goplabhai Vastrapara	refund of deposit	26.04.2024	CGRF ordered to prepare final bill and refund security deposit if any	30 Days	yes	applied in ombudsman.
5	6/2024-25	Smt. Puriben Shivrambhai Patel	Shifting of transformer	30.04.2024	CGRF ordered to shift the transformer center as per gerc norms.	30 Days	No	
6	7/2024-25	Smt. Falguniben Vijaybhai Patel	slow meter	17.05.2024	CGRF order to revise the slow meter for period of six months	30 Days	No	CGRF order is implemented.

7	8/2024-25	M/S General Polyplex Pvt Ltd.	representation to revise estimate given for KVA based charges	18.05.2024	CGRF orderd to refund the per kva FIX CHARGES and action to be taken as per gerc norms .	30 Days	No	To challenge CGRF order in high court is under process.
8	9/2024-25	M/S Mukeshbhai Prabhatbhai Desai	Shifting of transformer	18.05.2024	CGRF orderd to release the new connection by taking rs. 300 stamp paper.	30 Days	No	review application received in the case.
9	10/2024-25	M/S General Polyplex Pvt Ltd.	representation to give power supply from other feeder	18.05.2024	CGRF ordered to shift the connection as per the eatimate paid by complainnant.	30 Days	No	CGRF order is implemented.
10	12/2024-25	M/S Shiv stone Industries	completion of work to give quality power supply	14.06.2024	CGRF ordered to take appropriate action to give quality power supply.	30 Days	No	CGRF order is implemented.
11	13/2024-25	MO. Salim Abdul Razak Haz	Excess Average bill	14.06.2024	CGRF order to revise the avg. bill for period of six months and ordered to refund 73 units bill.	30 Days	No	CGRF order is under implementation.
12	15/2024-25	M/S Alpha Ecoplast pvt. Ltd.	per KVA based charge deduction from Estimate	14.06.2024	CGRF orderd to refund the per kva FIX CHARGES and action to be taken as per gerc norms .	30 Days	No	To challenge CGRF orde in highcourt is under process.
13	16/2024-25 (review application in case no 9/2024-25)	M/S Mukeshbhai Prabhatbhai Desai	Shifting of transformer	27.06.2024	CGRF ordered to erect transformer as per norms of GERC CLAUSE NO 4.36.	30 Days	No	review application received in the case and complaint resolved.