

Format I
QUARTERLY REPORT BY FORUM

Name of the Forum

CGRF- AHMEDABAD

Quarter

Jul 24 to Sep 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				1		2	3
2	Grievances recieved during the quarter		3		10		3	16
3	Total grievances (1+2)		3		11		5	19
4	Grievances redressed during the quarter		3		11		5	19
5	Balance grievances to be attended (3-4)							
6	Grievances successfully redressed during the quarter	Within 30 days			7		4	11
		After 30 days		3	4		1	8
		Total		3	11		5	19
7	Grievances in the process of redressal							
8	Grievances pending for More than 30 days							
9	Number of cases redressed in favour of Licensee		2		7		3	12
10	Number of cases redressed in favour of Consumers				3		2	5
11	Others (S/W)		1		1			2
12	No. of sittings in the quarter	7						
13	No. of sittings attended by Chairperson	6						
14	No. of sittings attended by Technical Member	6						
15	No. of sittings attended by Independent Member	4						

Format II

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

Name of the Forum:

UGVCL

Quarter:

II

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-01-005-2024-25	Manojkumar Becharbhai Patel	Applicant has asked to provide power supply from JGY feeder instead of agricultural feeder	60/6.7.24	Forum has ordered that estimate for providing power supply from JGY feeder instead of agricultural feeder is requested to be sent to the applicant and further action as per company rules after payment of estimate.	21 days from the date of receipt of order	No	30.7.24
2	UGA-02-002-2024-25	Mahaveer Glass Enterprise	Applicant has registered complaint regarding excess amount charged in their energy bills.	77/26.7.24	Forum has ordered that the effective date of additional load 250 (750 to 1000) kVA is to be considered 11.03.2024 instead of 21.03.2024 and energy bill may be revised according as per tariff.	21 days from the date of receipt of order	Yes	
3	UGA-02-011-2024-25	Desai Khodabhai Haribhai	Applicant has registered complaint regarding refund of security deposit amount after finalization of temporary connection	98/17.8.24	Forum has ordered that after finalization of bill applicant has to paid Rs.141.86.	21 days from the date of receipt of order	No	29.8.24
4	UGA-02-014-2024-25	Katara Babubhai Shakrabhai	Applicant has registred complaint regarding shifting of line.	104/3.9.24	Forum has ordered to straighten a bent pole immediately.Distance the existing line away from the house by angling the existing pole with aerial bunch cable or coated conductor.	21 days from the date of receipt of order	No	2545/11.10.24
5	UGA-02-015-2024-25	Rudram Polyfab	Applicant has registered complaint regarding change of name application rejected by UGVCL with remark "PROPERTY IS IN MORTGAGE WITH BANK. CLARIFY"	105/3.9.24	Forum has ordered that Processing of name change should be done after payment of 1 year security deposit from the applicant	21 days from the date of receipt of order	No	16.10.24

Format II

Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)

Name of the Forum **UGVCL**

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	