## **ANNEXURE II**

## **QUARTERLY REPORT BY FORUM**

Name of the Forum : CGRF Mehsana

Quarter: 2 Financial Year: 2024-25

Format I

Sr. No.	Parameters		Delay in	Quality	Meter	Billing	Quality	Others	Total
			Restoring	of Supply	Problems	Problems	of Service		
			Supply						
1	Grievances pending at the end	0	0	0	0	0	0	0	
2	Grievances received during the	0	0	2	2	0	3	7	
3	Total grievances (1+2)	0	0	2	2	0	3	7	
4	Grievances redressed during tl	0	0	2	2	0	3	7	
5	Balance grievances to be atten	0	0	0	0	0	0	0	
	Grievances successfully	Within 30 day	0	0	2	2	0	3	7
6	redressed during the quarter	After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	0	0	2	2	0	3	7
7	Grievances in the process of redressal		0	0	0	0	0	0	0
8	Grievances pending for more to brief	0	0	0	0	0	0	0	
9	Number of Cases redressed in favour of the Licensee		0	0	1	0	0	2	3
10	Number of Cases redressed in f	0	0	1	2	0	1	4	
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	3							

## FY 2024-25 Q2

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-02-002-2024-25	Parmar Sureshbhai Devjibhai	To remove electric line passing through Parmarvas of Sodapur village.	34	Complaint resoved prior		No	
				20/07/24	Forum orders.			
2	UGM-02-003-2024-25	Brahmbhatt Kokilaben Devendrabhai	To change faulty meter.	35	Complaint resoved prior Forum orders.		No	
				20/07/24				
				54	Though there is no error in billing, fresh		No	
3	UGM-02-005-2024-25	M/s Gujarat Ambuja Exports Limited	To correct error in the billing of rooftop solar plant.	agreement to be ta	agreement to be taken and UGVCL to calculate	30		
4	UGM-02-007-2024-25	Patel Labhuben	Debited Suo moto estimate amount in bill for additional 8 KW.	48	UGVCL to cancel Suo moto estimate.	30	No	
				30/08/24				

## 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