

QUARTERLY REPORT BY FORM

Name of the Forum : **CGRF-Valsad, DGVCL, Valsad.**

Quarter : 2<sup>nd</sup> 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	0	0	2	2	
2	Grievances received during the quarter	0	1	0	2	0	2	5	
3	Total Grievances (1+2)	0	1	0	2	0	4	7	
4	Grievances redressed during the quarter	0	1	0	2	0	4	7	
5	Balance Grievances to be redressed (3-4)	0	0	0	0	0	0	0	
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	1	0	2	0	4	7
		b) After 30 days	0	0	0	0	0	0	0
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 favour of the Licensee	0	0	0	0	0	2	2	
10	Number of Cases redressed in favour of the Consumers	0	1	0	2	0	0	3	
11	Others	0	0	0	0	0	2	2	
12	No. of sittings in the quarter	5							
13	No. of sitting attended by the Chairperson	5							
14	No. of sitting attended by the Technical Member	5							
15	No. of sitting attended by the Independent Member	3							

## Annexure 2

CGRF Valsad

**Format II.**

**Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)-July. 2024 to Sept.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.	11/2023-24	M/s. Jay Bharat Metcast Pvt. Ltd., Survey No.57/2, Vill. Morai, Tal.Vapi, Dist. Valsad.	Bill issued to consumer applying correction factor 0.75% unit charges due to CTPT with 0.5 class accuracy instead of 0.2 class accuracy.	11/2023-24 Dtd.07.11.2023	The corrector factor should apply to the open access power only as DGVCL power is always recorded with CTPT with 0.5 class accuracy, there is no open access power drawn by consumer hence correction factor of 0.75 units is wrongly calculated by DGVCL. Forum directed to re-examine to correction factor of 0.75% units charged to the consumer and revised accordingly.	Not given	No	Company Secretary, DGVCL given approval vide letter No.DGCS/0013/11/2024 Dtd.04.11.2024 for appeal against the CGRF order.
2.	19/2024-25	M/s. Creative Textile Mills Pvt. Ltd., Survey No.120, 237 C, Balitha Koliwad, Via. Chala, Vapi, Tal. Dist.Valsad.	Bill issued to consumer applying correction factor 0.75% unit charges due to CTPT with 0.5 class accuracy instead of 0.2 class accuracy.	19/2024-25 Dtd.20.09.2024	The corrector factor should apply to the open access power only as DGVCL power is always recorded with CTPT with 0.5 class accuracy, there is no open access power drawn by consumer hence correction factor of 0.75 units is wrongly calculated by DGVCL. Forum directed to re-examine to correction factor of 0.75% units charged to the consumer and revised accordingly.	Not given	No	Company Secretary, DGVCL given approval vide letter No.DGCS/0014/11/2024 Dtd.04.11.2024 for appeal against the CGRF order.

**Annexure 2**

**Format II.**

**Status of implementation of order of CGRF issued in favour of consumers (during the Current quarter)- July. 2024 to Sept.2024.**

<b>Sr. No.</b>	<b>Case No.</b>	<b>Name of Applicant</b>	<b>Subject of the case in brief</b>	<b>CGRF Judgment No. and Date</b>	<b>Order of CGRF in brief</b>	<b>Time period given in order for implementation</b>	<b>Whether consumer approached the Ombudsman? Yes/No</b>	<b>Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)</b>
	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>