

QUARTERLY REPORT OF SURAT CGRF FOURM

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

Quarter : Third 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	4	0	4	9	
3	Total Grievances (1+2)	0	1	0	4	0	6	11	
4	Grievances redressed during the quarter	0	1	0	3	0	5	9	
5	Balance Grievances to be redressed (3-4)	0	0	0	1	0	1	2	
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	1	0	1	0	4	6
		b) After 30 days	0	0	0	2	0	1	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	3	0	2	5	
10	Number of Cases redressed in favor of the Consumers	0	1	0	0	0	3	4	
11	Others	0	0	0	0	0	0	0	
12	No. of sittings in the quarter	04							
13	No. of sitting attended by the Chairperson	04							
14	No. of sitting attended by the Technical Member	04							
15	No. of sitting attended by the Independent Member	00							

Format II.

**Status of pending implementation of order of CGRF issued in favour of consumers (during the current quarter)- THIRD QUARTER
OCT-24 TO DEC-24 FOR YEAR . -2024-25 (09/01/2025)**

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	30/2024-25	Smitaben Rameshbhai Patel	Refund of security Deposit	19.10.2024	CGRF orderd to take action to refund the security deposit to complainant as per GERC Notification	30 Days	No	SECURITY DEPOSIT REFUNDED TO COMPLAINANT AS PER RUEL
2	31/2024-25	Hemantbhai N Desai	Quality of Power supply	19.10.2024	CGRF orderd to carry out maintainnace and give quality power supply to applicant	30 Days	No	DE (O&M) has carried out maintenance work to give quality power supply to consumer as per forum order.
3	33/2024-25	Aghadi silk mills	SloWeness of METER	19.11.2024	CGRF orderd to revise the bill as per MRI data.	30 Days	YES	BILL IS REVISED AS PER FORUM ORDER and inform to ombudsman also by EE (O&M) , Kim division . Bill is reduced from 7.39 lacs to rs. 12739
4	35/2024-25	Narsinhbhai B Patel	Sloeness of METER	19.11.2024	CGRF orderd to revise the bill as per MRI data.	30 Days	No	BILL IS REVISED AS PER FORUM ORDER

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 ordered 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 estimate paid by complainant.	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 ordered to refund the per kva FIX CHARGES and action to be taken as per gerc norms .	30 Days	No	To challenge CGRF order in highcourt is under process.DGVCL has file an appeal at Highcourt vide /SCA /14481/2024 against the order passed by CGRF.
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.